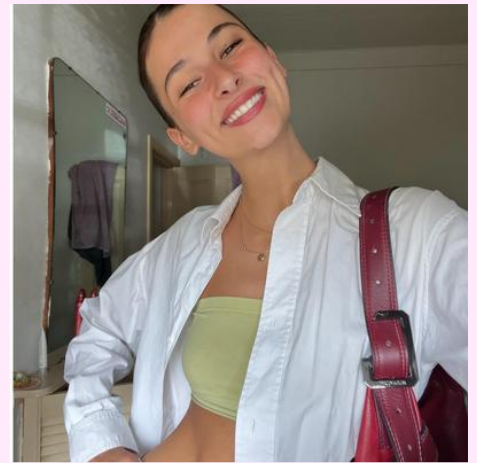


Jordan Sussich



Richmond, 3121

0400 571 747
jordan.sussich@gmail.com

Profile

As a creative and energetic individual with experience in interior styling, retail, and fast-paced environments, this experience has led me to be a Dedicated Customer Service Representative, providing quality care for ultimate customer satisfaction and the proven ability to establish and maintain excellent communication and relationships with clients.

My passion lies in UX/UI design and fashion. My technical skills are versatile and adaptable to any task, and I take pride in my design work, which includes some of my biggest achievements. I am a friendly and enthusiastic team player, ready to bring my skills and positive attitude to any project!

Skills

Customer Service Skills
Adobe Creative Suite
Figma
Film photography
Digital Photography
Videography
Microsoft Excel
Microsoft Office

Details

Date of birth 06/12/2001

Links

[Web Portfolio](#)

Employment History

1 Retail Assisnat

Kidstuff, Armadale

November 2020 – May 2021

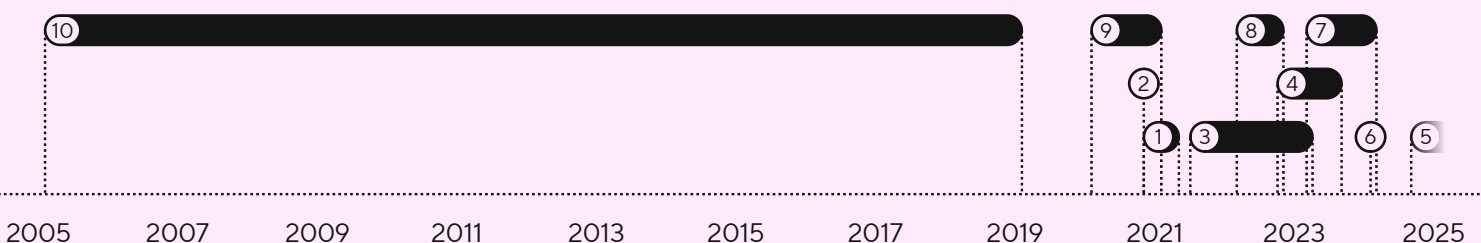
- Demonstrated exceptional customer service skills by greeting and engaging customers, responding to inquiries, and providing product recommendations to meet their needs.
- Utilised strong organisational skills to manage merchandise displays, ensuring that products were attractively and strategically displayed to drive sales and enhance the customer shopping experience.
- Demonstrated strong attention to detail and analytical skills in managing end-of-day balancing of registers, ensuring accuracy and completeness in financial transactions.
- Maintained effective communication with store management and other team members, providing regular updates on store operations and addressing any issues or concerns in a timely and professional manner.

2 Bartender & Waitress

Arcadia Hotel, South Yarra

November 2020 – April 2021

- Demonstrated exceptional hospitality skills by providing top-notch service to customers, preparing a variety of drinks and taking and delivering food orders with speed, accuracy, and professionalism.
- Utilised strong organisational skills to manage multiple orders and tasks simultaneously, ensuring that all customers were served promptly and efficiently.
- Demonstrated adaptability and a willingness to learn new skills by proactively seeking out opportunities to expand knowledge of drink and food preparation techniques.
- Displayed a conscientious and responsible approach to handling money, accurately processing transactions and maintaining an organised and secure cash register, contributing to the smooth operation and financial success of the business.



3 PA & Junior Stylist

Mollard Interiors, South Yarra

July 2021 – April 2023

- Demonstrated a proactive approach to professional development by leveraging a personal interest in interior design to expand responsibilities beyond traditional administrative duties.
- Utilised strong interpersonal and communication skills to engage with clients, understand their needs and preferences, and translate these into cohesive interior design concepts.
- Demonstrated creativity and artistic flair in conceptualising storyboards that effectively communicate the intended atmosphere, aesthetic, and functional requirements for each client's unique space.
- Effectively managed multiple projects simultaneously, ensuring that all deadlines and quality standards were met or exceeded, and maintained effective communication with clients throughout the design process

5 Retail Assistant

Lucy Folk, Windsor

September 2024 – Present

Lucy Folk is a Luxury Australian jewellery & apparel brand.

Key Responsibilities and Achievements:

- Demonstrated expertise in selling exquisite engagement rings, leveraging product knowledge acquired through direct interaction with jewellers and designers.
- Actively engaged in the sustainable fashion ethos of Lucy Folk, promoting and selling apparel crafted with environmentally conscious practices.
- Played a pivotal role in the brand's intimate environment, liaising directly with Lucy Folk herself, as well as fashion designers and jewellers, to gain insights into the intricacies of the design and production process.
- Utilised my experience as a retail assistant to provide valuable feedback gathered from customer interactions, effectively communicating customer preferences, frustrations, and pain points to inform product development decisions.
- Acted as the brand's fit model during the ideation phase, offering firsthand insights into garment fit and comfort, contributing to the refinement of design concepts.
- Established myself as an integral voice for the brand by bridging the gap between customer needs and designer visions, facilitating effective communication channels between retail operations and design teams.
- Contributed to the brand's visual identity by participating in campaign shoots, creating captivating content shared across Lucy Folk's social media platforms, notably Instagram.

Through my tenure at Lucy Folk, I have not only honed my retail skills but also gained a comprehensive understanding of the luxury, sustainable fashion industry, making significant contributions to the brand's success and growth.

4 Retail Assistant

Ted Baker, CBD

October 2022 – September 2023

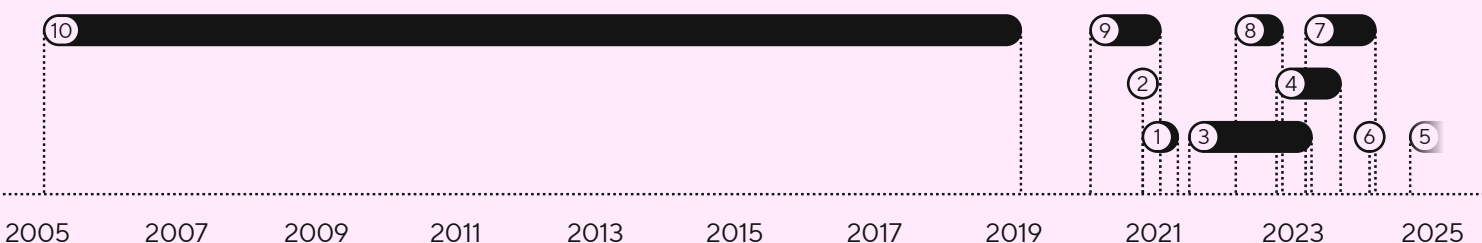
- Demonstrated exceptional customer service skills by greeting and engaging customers, responding to inquiries, and providing product recommendations to meet their needs.
- Maintained the store's visual appeal and organisation by arranging displays, restocking merchandise, and ensuring a clean and tidy sales floor.
- Processed returns and exchanges, handled customer complaints, and resolved issues in a timely and professional manner to enhance customer satisfaction and loyalty.
- Utilized strong communication and interpersonal skills to establish positive relationships with customers and create a welcoming atmosphere in the store.
- Contributed to the store's sales goals by promoting merchandise, up-selling products, and providing a seamless checkout process.

6 Model

Vivien's Model Management, Melbourne

February 2024

My journey as a model has profoundly shaped my understanding of collaboration, adaptability, and teamwork. Beyond the surface, I've cultivated invaluable skills in connecting with clients and creatives. Exploring the intricacies of runways and shoots has taught me the essence of translating vision into reality. Modeling is not just about appearance; it's about fostering genuine connections and embracing diverse perspectives. These lessons transcend the industry, influencing every aspect of my life and future endeavors. I aspire to bring this depth of experience and insight to any role I undertake, enriching projects through empathy, creativity, and a collaborative spirit.



Education

7 UX / UI Design

Academy Xi, online

March 2023 – March 2024

To enhance my self-taught skills, I enrolled in a year-long course on UX/UI design. I am captivated by the intricacies of user-centered design and enjoy engaging with people as they are at the heart of all design.

Throughout this course I was able to develop my own idea - which is coming to fruition. I am also currently working with a group to create a final product for a client during a 4-week research & design sprint, bringing her idea to life!

9 Graphic Design

Swinburne University of Technology, Hawthorne

2020 – 2021

As a Graphic Design student, I developed expertise in using a range of design software, including Adobe Suite, Microsoft 365, and Figma, deepening my passion for UX design at its core.

8 Fashion Enterprise

RMIT, Brunswick

March 2022 – November 2022

During my year studying Fashion Enterprise, my knowledge and skills in fashion business management deepened. I gained valuable experience in creating and managing tech packs, a vital component of garment production, and developed a keen understanding of sustainability practices within the industry.

10 Geelong Grammar school

2005 – 2019

As an accomplished high school graduate with an International Baccalaureate diploma, I have a track record of academic excellence with seven distinction level achievements across various subjects. I am also an adventurer at heart, having completed a 547km bike ride over 9 days, a year-long Timbertop program, and awarded a Pop Finch Art Prize scholarship for my art folio and final piece in my final year. I am an active volunteer, having raised funds for the Alannah & Madeline Foundation and delivered meals for Meals on Wheels. As a Spirit Captain and 1st Basketball Captain, I have demonstrated leadership and coordination skills, inspiring my peers and supporting school activities/events.

References

Sunday Hyatt from Lucy Folk
+61 411 860 155 · sunday@lucyfolk.com

Scott Mollard from Mollard Interiors
+61 410 658 115 ·
scott@mollardinteriors.com.au

