

# Jack Archbold

Learning and Development Specialist  
SEO Consultant

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## **Objective**

To work in an environment that challenges me to continue learning, while at the same time allowing me to utilise my skills in order to help the business and my peers grow. A highly dependable and motivated individual who works well independently, or in a team environment.

## **Work Experience**

### **Learning and Development Consultant**

#### **Ventura - Volkswagen Group, England, February 2007 – August 2008**

Responsible for the migration of the Volkswagen Group National Contact Center from the incumbent supplier. This included; learning and mapping all processes, writing and delivering full 5 week induction courses, review and evaluation of procedures and training material, providing performance feedback directly to staff and management and management training.

### **Learning Specialist**

#### **Telecom, New Zealand, August 2004 – July 2006**

Responsible for training new and existing employees in the use of our computer applications, products and services, customer service, call structure, company values and providing feedback directly to the management team. The wider team I trained for had 400+ Customer Solution Representatives and a management team of 25.

**Being Your Best Award:** Each year within Telecom (and its subsidiary companies) approximately 45 people out of a possible 6000 are honoured with a BYB award. The pre-requisite is having received a Real Leadership award. I was presented with this award for my work on Project Ed. This included prize money and attending a ceremonial day with the other winners and the CEO of Telecom Theresa Gattung.

### **Desktop Support Officer**

#### **Railtek – National Rail Australia, Australia, September 2001 – April 2002**

Responsible for liaising with the Helpdesk team and providing desktop support to the Brisbane Freight Terminal, maintaining an SOE Windows NT desktop environment, migrating a 30 client group to terminal services, return of surplus and faulty equipment to main Sydney office, basic training for NT, Outlook and Office

## **Education**

1998 - 2000

### **Diploma of Information Technology**

**Southbank Institute of TAFE, Brisbane, QLD**

1993 - 1997

### **Senior Certificate**

**Brisbane State High School, Brisbane, QLD**

## **Computer Skills**

Search Engine Optimisation, PPC Campaign Management, Web Development, Copywriting, E-Commerce, Graphic Design / Photoshop / The Gimp, Windows Vista / XP / 2000 / NT / 9x, Ubuntu, MS Office, MS Outlook, Wordpress, Network / Software troubleshooting, Typing Rate: 60 WPM