

Ryan Medley

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021 429 065

PERSONAL SUMMARY

Career changer, 27, finishing a six month full-time electrical pre-trade at Skills Trades Training in October. Strong hands-on background in electronics and automation from years of home projects: home automation builds, soldering and repair, Linux servers and networking. Homeowner in Rolleston with a full licence, after an electrical apprenticeship I can commit to for the long haul.

WORK EXPERIENCE

Army and Outdoors - Sole Charge Customer Service & Admin

Mar. 2023 – Apr. 2026

I managed the full spectrum of customer service and added administrative responsibilities, operating as the sole charge representative. I handled all customer correspondence, including returns, refunds, exchanges, complaints, and inquiries, ensuring timely and effective resolutions. I liaised directly with the warehouse by sending order and pick lists, and provided internal IT support to the wider team when needed. I was experienced in working with systems such as Cin7 and Shopify, utilizing these platforms for inventory management, order processing, and customer transactions. I also played a role in supporting marketing efforts, including assisting with the filming of promotional videos for social media channels.

Trusted with building access, I was responsible for opening and closing duties, and I occasionally assisted with coordinating staff in the absence of management. My role included overseeing stock management, leading stocktakes, and reconciling inventory. I ensured shipping costs were accurately tracked and appropriately oncharged, maintaining cost control and logistical efficiency. This position required a high degree of independence, multitasking, and reliability, reflecting my ability to effectively run business operations and support the wider team.

McDonald's Hillmorton - Maintenance & Crew Member

Oct. 2019 – Mar. 2023

Winna Furniture - General Hand/Labourer

Oct. 2017 – Aug. 2019

SKILLS

- Hands-on experience with electronics, soldering and electrical/electronic repairs
- Safety-conscious approach to practical and technical work.
- Computer, Linux and networking troubleshooting knowledge
- Strong attention to detail and willingness to learn new technical systems

REFERENCES

William Dyman

Electrical Tutor - Trades Training
Ph: +6439294907

Jason Robinson

CEO and Owner – Army and Outdoors
Ph: 027 2566 888

Tracey Motufoua

Manager – Army and Outdoors
Ph: 021 363 728