

# TYLER DUNSEATH



## TECHNICAL SKILLS

- Microsoft Office Suite
- Excel Data Analysis
- Data Visualisation
- Statistical Analysis
- IT & Technical Troubleshooting
- Strategic Thinking
- Process Improvement
- Effective Communication

## PERSONAL ATTRIBUTES

- Strong attention to detail
- Proactive and self-motivated
- Resilient and adaptable
- Strong work ethic

## HOBBIES & INTERESTS

- Photography & Film
- Music & Playing Bass
- Strategic Board Games & Puzzles
- Running & Endurance Training

## CONTACT

- [tjdunseath@gmail.com](mailto:tjdunseath@gmail.com)

## PROFESSIONAL SUMMARY

Im in my final year of a Bachelor of Business student majoring in Economics and Strategic Management with strong analytical and commercial problem-solving skills. Experienced in customer advisory roles within the technology sector, developing the ability to analyse client needs and deliver tailored solutions. Seeking to apply analytical thinking and commercial insight within a professional environment.

## EDUCATION

### BACHELOR OF BUSINESS

Majoring in Economics and Strategic Management Minor in Marketing

University of Waikato  
Graduating Class of 2026

### AWARDS & ACTIVITIES

- Recipient of the Brian Smith Memorial Entrance Accounting Scholarship
- Member of the University of Waikato Economics Discussion Group
- Member of the University of Waikato Chess Club

## WORK EXPERIENCE

### ● JB HI-FI

February 2025 - Present  
November 2021 - February 2024

Customer Service / Salesperson

- Consistently exceeded monthly sales KPIs and contributed to store revenue targets through tailored technology recommendations.
- Analyse customer requirements to match product specifications with performance needs and budget constraints.
- Maintain strong product and market knowledge across consumer electronics and telecommunications.
- Assist management with onboarding and training new team members within the telecommunications department.
- Contribute to store revenue through high-value product recommendations and effective cross-selling strategies.

### ● Spark

March 2024 - February 2025

Customer Advisor

- Delivered telecommunications solutions by diagnosing customer needs and recommending suitable service plans and products.
- Provided technical troubleshooting and IT support across mobile and broadband services.
- Resolved complex customer issues including billing disputes, fraud concerns, and account management queries.
- Managed inbound messaging channels while ensuring the store consistently met response KPIs.
- Built strong customer relationships and maintained high customer satisfaction standards.

## REFERENCES

- By Request