

SHAUN HEREDIA

PROFESSIONAL SUMMARY

VISION-DRIVEN CHANGE AGENT WITH CAREER-LONG RECORD OF BRAND PROMOTION, CUSTOMER SERVICE STRATEGY AND TEAM COLLABORATION SUCCESS FOR LEADING GLOBAL ORGANISATIONS.

PROVEN TALENT FOR ALIGNING BUSINESS STRATEGY AND OBJECTIVES WITH ESTABLISHED CUSTOMER SERVICE AND RELATIONSHIP MANAGEMENT PARADIGMS TO ACHIEVE MAXIMUM OPERATIONAL IMPACTS WITH MINIMUM RESOURCE EXPENDITURES. GROWTH-FOCUSED THOUGHT LEADER WITH EXPERTISE SPANNING PERSONNEL MANAGEMENT, COMPLAINT RESOLUTION, MULTICULTURAL INTERACTION, TRAINING AND MENTORING, VISUAL MERCHANDISING, TEAM BUILDING, TECHNOLOGY SOLUTIONS, CROSS-FUNCTIONAL TEAM LEADERSHIP, PERFORMANCE ASSESSMENT, AND CLIENT RELATIONSHIP MANAGEMENT. EXCEPTIONAL ADMINISTRATOR WITH KEEN INTERPERSONAL, COMMUNICATION AND ORGANISATIONAL SKILLS.

PROFESSIONAL EXPERIENCE

UTOPIAN MOTION PICTURES, DUBAI, 2018 TO ONGOING

CAMERA OPERATOR

- CAMERA OPERATOR AND GRIP ON RED CAMERA SYSTEMS
- SHOOT BEHIND THE SCENES ON SONY MIRRORLESS CAMERAS
- ASSIST WITH LIGHTING (ARRI SKYPANELS & FRESNELS, RAYZR FRESNELS, KINO-FLO'S)
- CREATIVE CONTRIBUTOR TO THE OVERALL PRODUCTION

APPLE, MALL OF THE EMIRATES, 2015 TO 2019

GENIUS

- ELEVATE AND REPAIR THE RELATIONSHIP BETWEEN APPLE'S CUSTOMERS AND THE BRAND.
- DIAGNOSE AND COMPLETE REPAIRS AND EMPATHETICALLY PROVIDE SOLUTIONS AS A CERTIFIED APPLE TECHNICIAN.
- INTERACT WITH CUSTOMERS DIRECTLY AS A MEMBER OF AN IN-STORE TEAM.
- PRESERVE A HIGH LEVEL OF TECHNICAL KNOWLEDGE IN ORDER TO TROUBLESHOOT PRODUCT ISSUES.
- INFORM AND COACH OTHER TEAM MEMBERS ABOUT PRODUCTS.
- COMPLETE HARDWARE AND SOFTWARE REPAIRS ON THE ENTIRE APPLE PRODUCT INVENTORY.
- INSTRUCT CLIENTS THOROUGHLY AFTER RELIABLY DIAGNOSING ISSUES.
- UTILISE HIGH-LEVEL INTERPERSONAL SKILLS TO REPAIR ISSUES AND REINFORCE CUSTOMER LOYALTY AND RETENTION.
- CONCEPTUALISED, DIRECTED AND PRODUCED SEVERAL PROMOTIONAL VIDEOS FOR THE COMPANY.

LOUIS VUITTON, DUBAI MALL, 2012 TO 2015

CLIENT ADVISOR

- MAINTAINED THE HIGHEST LEVEL OF PROFESSIONALISM TO UPHOLD BRAND IMAGE AND PERPETUATE SUCCESSFUL STORE PRODUCTIVITY.
- MONITORED K.P.I'S SUCH AS UPT AND TURNOVER TO THE STANDARDS REQUIRED OF LUXURY RETAIL.
- ENGAGED, CONTACTED AND GUIDED NEW CLIENTS.
- FACILITATED AND LED BRIEFINGS ON NEW LAUNCHES OF PRODUCTS.
- REMEDIATED AFTER-SALE COMPLAINTS AND REQUESTS IN AN EMPATHETIC AND TIMELY MANNER.
- ENFORCED AND PERPETUATED VISUAL MERCHANDISING PROTOCOLS.
- UPDATED HIGH LEVEL OF PRODUCT KNOWLEDGE REGULARLY VIA TRAININGS AND REFRESHER BRIEFINGS.
- DELIVERED EXCELLENT CUSTOMER SERVICE, ENSURING SUPERIOR EXPERIENCE FOR EVERY CLIENT AS WELL AS WORKED TO ACHIEVE SET SALES TARGETS.
- INTERACTED DAILY WITH THE STAFF TEAM TO INSPIRE POSITIVITY AND PRODUCTIVITY, AS WELL AS MENTORED AND COACHED JUNIOR STAFF SPECIFICALLY.
- OBSERVED AND REPLENISHED STOCK AS NECESSARY.
- CONCEPTUALISED, DIRECTED AND PRODUCED SEVERAL PROMOTIONAL VIDEOS FOR THE COMPANY.

EMIRATES AIRLINES, 2006 TO 2011

FLIGHT ATTENDANT

- DEALT WITH PEOPLE FROM A VARIETY OF COUNTRIES AND CULTURES AS AN INTERNATIONAL FLIGHT ATTENDANT.
- APPLIED SKILLS IN TIME AND RESOURCE MANAGEMENT TO ATTEND ALL PASSENGER NEEDS IN THE CABIN, AS WELL AS RESPOND TO ANY MEDICAL EMERGENCIES.
- SAFEGUARDED A STABLE ENVIRONMENT FOR GUESTS AND CABIN CREW ON BOARD.
- STUDIED AND MEMORISED SAFETY AND EMERGENCY PROCEDURES KNOWLEDGE.
- DELIVERED ONBOARD SERVICE ACCORDING TO EMIRATES STANDARDS TO MAINTAIN THE HIGHEST LEVEL OF CUSTOMER SERVICE.
- MONITORED QUALITY AND QUANTITY OF ONBOARD EQUIPMENT.
- FUNCTIONED EFFECTIVELY UNDER PRESSURE, REMAINING FLEXIBLE TO IMMEDIATE CABIN NEEDS AS WELL AS PRESENTING CONFIDENTLY AND COMPLYING WITH GROOMING STANDARDS.

EDUCATION AND CREDENTIALS

CANDIDATE, BACHELOR OF ARTS (B.A.) IN FILM AND TELEVISION, (DNC)

CURTIN UNIVERSITY, WESTERN AUSTRALIA

SECONDARY SCHOOL GRADUATION, YEAR 12

WILLETTON SENIOR HIGH SCHOOL, WESTERN AUSTRALIA

PROFESSIONAL AFFILIATIONS

THE PERTH FILM NETWORK - ACTORS, FILMMAKERS AND SCRIPTWRITERS WA

VOLUNTEERISM

CONTRIBUTOR WITH FOUNDATION FOR INDIGENOUS SUSTAINABLE HEALTH (F.I.S.H.) THROUGH FAITH COMMUNITY CHURCH (F.C.C.)

ADDITIONAL INFORMATION

TECHNICAL PROFICIENCIES: PHOTOGRAPHY AND VIDEOGRAPHY, FCPX

HOBBIES: CINEMA, BASKETBALL, TRAVEL, VIDEO PRODUCTION

REFERENCES

MOHAMMED ALMEDFA: C.E.O., UTOPIAN MOTION PICTURES

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