

Aidan Nathaniel Nelson

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Career Objective

Motivated and reliable team member seeking a retail position where I can apply my customer service experience, safety awareness, and strong teamwork skills. Bringing years of experience in fast-paced, customer-focused environments, with a commitment to maintaining high standards of presentation, organisation, and service.

Professional Summary

Dedicated and adaptable team member with extensive experience across customer-facing, fast-paced, and safety-critical environments. Skilled in supporting diverse individuals, managing operational tasks, maintaining high standards of cleanliness and organisation, and delivering reliable service. Strong background in supervision, manual handling, equipment setup, and compliance — with a proven ability to work calmly under pressure and contribute positively to team performance. Seeking a retail role where I can apply my customer service skills, attention to detail, and commitment to safe, efficient operations.

Key Skills

- **Customer Service** — Experienced supporting customers, patrons, and clients in high-pressure environments
- **Teamwork** — Works collaboratively with staff across healthcare, disability, hospitality, and events
- **Stock & Equipment Handling** — Manual handling, organising equipment, maintaining clean and safe work areas
- **Cash Handling & RSA** — Approved Manager, RSA certified, experience supervising licensed venues
- **Communication** — Clear, professional communication with customers, patients, and team members
- **Problem Solving** — Responds calmly to issues, behaviours, and operational challenges
- **Safety & Compliance** — First Aid, CPR, Food Safety, RSA, Approved Manager, Clubs WA compliance
- **Time Management** — Reliable, punctual, and effective in fast-paced environments

Experience

Approved Manager — *Mt Lawley Bowling Club*

September 2024 – Present | Casual

- Managed venue operations, customer service, and RSA compliance
- Supported patrons, resolved issues, and maintained a safe environment
- Assisted with stock control, bar service, and venue presentation

Duty Manager / Supervisor — *Perth Stadium*

February 2024 – Present | Casual

- Oversaw staff, customer flow, and operational demands during major events
- Ensured safety, cleanliness, and efficient service in high-volume settings
- Assisted with stock movement, equipment setup, and team coordination

Theatre Orderly / Patient Care Assistant — *St John of God Hospital, Subiaco*

December 2020 – December 2023 | Part-Time / Full-Time

- Prepared equipment, maintained clean work areas, and supported clinical staff
- Assisted with patient transfers and manual handling tasks
- Worked efficiently in fast-paced, high-pressure environments

Disability Support Worker — *Interchange WA*

July 2020 – March 2021 | Part-Time

- Supported clients with daily living, community participation, and behavioural needs
- Provided person-centred service and maintained safe environments

Labourer — *Caversham Plant Hire*

November 2019 – February 2020

- Performed manual labour, equipment handling, and outdoor maintenance tasks

Horticulture Assistant — *Muchea Tree Farm*

February 2019 – September 2019

- Assisted with plant care, stock movement, and general farm operations

Assistant Supervisor (Hardware) — *Goodwill Engineering, Malaga*

June 2017 – March 2018

- Supported hardware operations, stock organisation, and customer assistance

Patient Care Assistant — *Ability Centre / St John of God Hospital*

2015 – 2017

- Assisted patients with care tasks, equipment setup, and safe manual handling

Social Trainer / Trainee — *Disability Services Commission*

2013 – 2015

- Delivered support programs, community engagement, and behavioural assistance

Volunteer Work

- **Volunteer Crew** — Leeuwin Ocean Adventure Foundation
- **Bar Manager & Club Official** — Wembley Downs Soccer Club

Competencies & Certifications

- Senior First Aid & CPR (2023)
- RSA & Unrestricted Approved Manager (2023)
- Board & Committee Compliance (2024)
- Food Handling (2024)

Education

Certificate III in Disability — Health Training Australia (2012–2013)

Diploma of Counselling — AIPC (2021–Present) Student Member — Australian Counselling Association Member — Mental Health Academy

References

David Cosgrove - President @ Doubleview Bowling Club

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Brent Penberthy - Operations Manager @ Doubleview Bowling Club

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