



JOHN CHRISTOPHER

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Full NSW HC/Drivers Riders Licence

PROFESSIONAL SUMMARY

Experienced and dedicated bus operator with a focus on providing exceptional service to elderly and wheelchair patrons as a casual Sydney Opera House courtesy shuttle bus driver. Proficient in operating wheelchair lifts and ensuring the safety and comfort of passengers with mobility challenges. Known for creating a welcoming and inclusive environment for all passengers. Additionally, I serve as a mentor to the youth, offering guidance and support to help them navigate challenges and achieve their goals. Also serving the community as a School Crossing Supervisor.

Within my personal life, I am a reliable and caring figure for my family and friends. Furthermore, I serve as an emergency foster carer for FACS, providing a nurturing and stable environment for children in need. A compassionate and versatile individual committed to making a positive impact in the lives of others.

EXPERIENCE

August 2022 - Current

Casual
Support Worker/Driver
Australia In Style

- Experience in operating a courtesy shuttle bus for the Sydney Opera House, specifically catering to elderly and wheelchair passengers.
- Demonstrated ability to provide exceptional customer service and ensure the comfort and safety of all passengers.
- Proficient in assisting passengers with mobility challenges, including boarding, and disembarking from the shuttle bus.
- Skilled in operating wheelchair lifts and securing wheelchairs safely during transit.
- Excellent knowledge of local traffic regulations and safe driving practices.
- Strong communication skills to effectively interact with passengers, addressing their needs and providing assistance as required.
- Responsible for maintaining cleanliness and upkeep of the shuttle bus, ensuring a pleasant and comfortable environment for passengers.
- Ability to handle unexpected situations or emergencies calmly and efficiently.
- Dedicated and reliable, consistently arriving on time for scheduled shifts and maintaining a professional appearance.
- Committed to providing an inclusive and welcoming experience for all passengers, regardless of their mobility limitations.

October 2022- Current

Casual
Emergency Foster Carer
Family And Community Services

- Provided temporary care and support to children in crisis situations, ensuring their safety and well-being.
- Collaborated with social workers and other professionals to develop and implement personalized care plans for each child.
- Created a nurturing and stable environment, offering emotional support and guidance to children during challenging times.
- Advocated for the needs and rights of children, ensuring they had access to appropriate healthcare, education, and social services.
- Maintained detailed records and documentation of each child's progress, behavior, and any significant events or incidents.
- Collaborated with biological families, attending meetings and facilitating visitations to support reunification efforts, when applicable.
- Participated in training and professional development opportunities to enhance skills in trauma-informed care and child development.
- Worked closely with a team of professionals, including social workers, therapists, and educators, to provide comprehensive support to children.
- Demonstrated flexibility and adaptability in responding to the unique needs and challenges of each child placed in care.
- Upheld confidentiality and maintained professional boundaries in all interactions with children, families, and colleagues.

December 2023 - Current

Casual
School Crossing Supervisor
TFNSW

- Safely guided students and pedestrians across busy intersections near schools, ensuring their safety and well-being.
- Demonstrated excellent knowledge of traffic rules and regulations, ensuring compliance with all relevant laws.
- Maintained a high level of alertness and attentiveness to identify potential hazards and mitigate risks.
- Effectively communicated with students, parents, and drivers, providing clear instructions and guidance.
- Developed positive relationships with students, parents, and school staff, fostering a sense of trust and community.
- Monitored and controlled traffic flow during peak times, ensuring a smooth and safe crossing experience.
- Proactively reported any safety concerns or issues to the appropriate authorities for prompt resolution.
- Collaborated with school administrators and local law enforcement to implement safety measures and improve crossing conditions.
- Attended regular training sessions and workshops to enhance knowledge of safety protocols and procedures.
- Maintained accurate records of crossing activities, including incident reports and any noteworthy observations.
- Received positive feedback from students, parents, and school officials for professionalism, reliability, and dedication to safety.
- Demonstrated the ability to remain calm and composed in high-pressure situations, effectively handling emergencies or unexpected events.
- Adhered to Transport for NSW's policies and procedures, including those related to safety and customer service.
- Demonstrated strong time management skills, ensuring punctuality and adherence to assigned crossing schedules.
- Acted as a role model for students, promoting responsible behavior and pedestrian safety awareness.

November 2018 - Current

Casual

Bus Operator

TFNSW/State Transit/Transdev John Holland

- Communicate with passengers about potential delays and their causes.
- Operated government-owned buses, ensuring safe and efficient transportation for passengers.
- Demonstrated excellent knowledge of traffic laws, regulations, and routes to ensure adherence to all relevant rules and regulations.
- Maintained a clean and well-maintained bus interior, ensuring a comfortable and pleasant experience for passengers.
- Conducted pre-trip inspections of the bus, checking for any mechanical issues or safety concerns and reporting them promptly.
- Followed established schedules and timetables, ensuring on-time arrival and departure at designated stops and destinations.
- Assisted passengers with boarding and disembarking, providing courteous and professional customer service.
- Demonstrated strong communication skills, effectively communicating with passengers, colleagues, and supervisors.
- Handled difficult and emergency situations calmly and efficiently, ensuring the safety and well-being of passengers.
- Maintained accurate records of passenger counts, fares collected, and any incidents or accidents that occurred during shifts.
- Adhered to government policies and procedures, including those related to safety, cleanliness, and customer service.
- Participated in ongoing training and professional development programs to enhance skills and knowledge.
- Collaborated with colleagues and supervisors to ensure smooth operations and address any issues or concerns.
- Received positive feedback from passengers and supervisors for professionalism, reliability, and exceptional service.
- Demonstrated a strong work ethic, reliability, and punctuality in fulfilling job responsibilities.
- Valid and clean driver's license with a record of safe driving.

January 2014 - October 2018

Shuttle Bus dispatcher

Airbus shuttle

- Coordinated the efficient scheduling and dispatching of shuttle buses to ensure timely transportation of passengers to and from the airport.
- Maintained clear and effective communication with shuttle bus drivers, providing them with accurate information regarding pick-up and drop-off locations, flight schedules, and passenger details.
- Monitored real-time traffic conditions and flight updates to anticipate potential delays or changes in transportation requirements.
- Demonstrated exceptional customer service skills when interacting with passengers, addressing inquiries, and providing assistance.
- Effectively handled customer complaints or concerns, ensuring prompt resolution, and maintaining high customer satisfaction levels.
- Utilized computer systems and software to update and maintain accurate records of shuttle bus schedules, driver assignments, and passenger information.
- Collaborated with other departments within the company to optimize shuttle bus operations, identify areas for improvement, and implement solutions.
- Managed multiple tasks simultaneously, prioritizing and organizing dispatch activities to ensure smooth and efficient operations.
- Followed company policies and procedures, including those related to safety, security, and customer service standards.
- Responded to emergency situations or incidents promptly and effectively, coordinating appropriate actions and communicating with relevant stakeholders.
- Trained and supervised new dispatch operators, ensuring their adherence to company protocols, and providing ongoing support as needed.
- Maintained a professional and calm demeanor in high-pressure situations, handling unexpected challenges with composure and problem-solving skills.
- Demonstrated strong geographical knowledge of the area, including airport terminals, pick-up points, and traffic patterns.
- Proactively communicated with drivers, providing them with necessary updates and instructions to optimize route efficiency and minimize delays.
- Participated in regular staff meetings and training sessions to stay updated on industry trends, regulations, and best practices.
- Consistently met or exceeded performance targets, including on-time performance, customer satisfaction ratings, and productivity metrics.

June 2010 - June 2015

Director/facility Manager

JP BUILDING SERVICES | Sydney, NSW

- Ran my own Care taking/Cleaning business.
- Managed a small crew of 10 workers to maintain and clean 12 commercial/residential properties in Sydney CBD
- Experience as a Director Facility Manager of a Caretaking Cleaning Business:
- Oversaw the overall operations and management of the caretaking cleaning business, ensuring efficient and effective service delivery.
- Developed and implemented strategic plans and policies to optimize business performance and meet client expectations.
- Led a team of caretaking and cleaning staff, providing guidance, training, and support to ensure high-quality service delivery.
- Managed client relationships, addressing any concerns or issues promptly and ensuring customer satisfaction.
- Developed and implemented standardized cleaning procedures and protocols to maintain cleanliness and hygiene standards.
- Conducted regular inspections and quality control checks to ensure compliance with established standards and client requirements.
- Monitored and managed the budget, including cost control measures and procurement of necessary cleaning supplies and equipment.
- Implemented safety protocols and procedures to ensure a safe working environment for staff and compliance with health and safety regulations.
- Collaborated with clients to understand their specific needs and tailor services accordingly, ensuring a personalized and customized approach.
- Implemented and utilized technology and software systems to streamline operations, enhance efficiency, and improve communication.

April 1999 - January 2010

Chauffeur Driver

Astra Limousines | Sydney, NSW

- Safely and professionally operated a variety of vehicles, including luxury sedans, SUVs, and limousines, ensuring the comfort and safety of passengers.
- Provided exceptional customer service, catering to the unique needs and preferences of clients, including executives, VIPs, and high-profile individuals.
- Demonstrated excellent knowledge of local roads, traffic patterns, and alternative routes to ensure efficient and timely transportation.
- Maintained a clean and well-maintained vehicle, regularly performing pre- and post-trip inspections to ensure safety and functionality.
- Always exhibited a professional and courteous demeanor, creating a positive and welcoming experience for passengers.
- Adapted to different schedules and itineraries, accommodating last-minute changes and prioritizing passenger needs.
- Assisted passengers with luggage handling, ensuring their belongings were properly loaded and unloaded from the vehicle.
- Possessed a solid understanding of local traffic laws and regulations, adhering to all driving rules and maintaining a clean driving record.
- Maintained strict confidentiality and discretion, respecting the privacy of passengers, and handling sensitive information with professionalism.
- Exhibited strong communication skills, effectively interacting with passengers to provide information, answer questions, and address concerns.
- Demonstrated excellent problem-solving abilities, handling unexpected situations such as traffic delays or vehicle malfunctions with calmness and efficiency.
- Utilized GPS navigation systems and other technology to optimize routes and ensure accurate and efficient transportation.
- Collaborated with clients and/or their representatives to plan and coordinate travel schedules, ensuring all appointments and destinations were met on time.
- Managed vehicle maintenance and servicing, scheduling regular inspections and repairs to ensure optimal performance and safety.
- Maintained accurate records of mileage, expenses, and other relevant documentation, providing detailed reports as required.
- Upheld a professional appearance, wearing appropriate attire and maintaining personal grooming standards.
- Pursued opportunities for professional development, staying updated on industry trends, customer service best practices, and defensive driving techniques.
- Received positive feedback and commendations from clients for exceptional service, reliability, and professionalism.

March 1989 - March 2010

Security/Loss Prevention/Bodyguard
Various companies | Australia

- Demonstrated expertise in maintaining a safe and secure environment, implementing effective security measures to protect people, property, and assets.
- Proactively patrolled assigned areas, identifying and addressing potential security threats, and taking appropriate actions to prevent incidents.
- Effectively monitored surveillance systems, promptly responding to any suspicious activities or alarms.
- Conducted thorough security checks, including bag inspections and ID verification, to ensure the safety of individuals and prevent unauthorized access.
- Successfully diffused tense situations and conflicts, employing strong communication and conflict resolution skills.
- Implemented crowd control measures to ensure the orderly flow of people in high-traffic areas or events.
- Provided exceptional customer service, assisting visitors, employees, and clients with inquiries, directions, and other requests.
- Collaborated with law enforcement agencies and emergency services, coordinating responses, and providing assistance during emergencies or crisis situations.
- Demonstrated proficiency in handling and operating security equipment, such as X-ray machines, metal detectors, and CCTV systems.
- Conducted thorough investigations into incidents, documenting findings, and preparing detailed reports for management and law enforcement as required.
- Developed and implemented security protocols and procedures, ensuring compliance with legal and regulatory standards.
- Received specialized training in self-defense techniques, first aid, and emergency response procedures.
- Maintained a professional and vigilant presence, deterring potential threats by being observant and proactive.
- Adhered to strict confidentiality requirements, respecting the privacy and sensitive information of clients and individuals encountered during security duties.
- Conducted risk assessments and implemented appropriate security measures to mitigate potential risks and vulnerabilities.
- Collaborated with a team of security personnel, effectively communicating, and coordinating efforts to ensure comprehensive security coverage.
- Demonstrated strong situational awareness and the ability to make quick and sound decisions in high-pressure situations.
- Acted as a trusted and reliable bodyguard, providing personal protection to individuals in various settings.
- Maintained physical fitness and mental preparedness, ensuring the ability to respond effectively to physical confrontations or emergencies.
- Pursued ongoing professional development, staying updated on industry trends, security techniques, and legal requirements.
- Received recognition and commendations for outstanding performance and dedication to maintaining a safe and secure environment.

EDUCATION

December 1988

School certificate

South Sydney High School, Maroubra, NSW

SKILLS

- **Wheelchair Assistance:** Proficient in operating wheelchair lifts and ensuring the safety and comfort of wheelchair-bound passengers.
- **Shuttle Bus Driving:** Experienced in providing courteous and efficient shuttle bus services, particularly in the Sydney Opera House setting.
- **Emergency Foster Care:** Skilled in providing a nurturing and stable environment for children in need as an emergency foster carer with FACS.
- **Government Bus Driver:** Knowledgeable in adhering to government regulations and protocols while operating buses.
- **Support Worker:** Capable of providing compassionate support and guidance to individuals in need, including youth, elderly, and individuals with disabilities.
- **Customer Service:** Excellent interpersonal skills with a focus on delivering exceptional customer service to passengers of diverse backgrounds.
- **Communication:** Strong communication skills, both verbal and written, allowing for clear and effective communication with passengers, colleagues, and supervisors.
- **Safety Conscious:** Committed to prioritizing the safety and well-being of passengers and maintaining a clean and secure environment on the bus.
- **Problem Solving:** Quick thinking and adept at handling unexpected situations and resolving issues in a calm and efficient manner.
- **Teamwork:** Collaborative and able to work effectively as part of a team, supporting colleagues and contributing to a positive work environment.

LANGUAGES

English, Greek

ADDITIONAL INFORMATION

I do part time Acting/Extra please look at my website
www.starnow.com/johnchristopher1