

JOEL DUGONG

vcesummertutoring@gmail.com | 0446 384 664 | <https://www.linkedin.com/in/joeldugong>

EDUCATION

THE UNIVERSITY OF MELBOURNE

Master of Science (MC-SCIBIO) | *BioSciences*

July 2024

- Expected completion date: June 2028 (part-time study load)

Bachelor of Science (B-SCI) | *Marine Biology & Ecosystem Science*

Mar 2021 – Nov 2023

- Cross-institutional study undertaken at The University of Tasmania in Science of Fishing subjects
- Managed social media posts, copywriting and inquiry response for the School of Health Sciences as a student casual, which increased post views and engagement by 225% and returned strong positive feedback
- Featured in department video campaign to showcase Marine Biology student experience for prospective students and decrease hesitation towards or barriers to engagement with the Marine Biology major

PROFESSIONAL EXPERIENCE

STREETChic

Store Manager

Apr 2023 – present

- Liaising with STREETChic head office to manage inventory deliveries and workshop solutions for inefficiencies, which decreased the total time between delivery dispatch to shelf stocking by 40% over six months
- Mediating conflicts between team members by following conflict resolution procedures and employing strong interpersonal skills to understand and address concerns, which resulted in an 88% conflict resolution success rate
- Coordinating all aspects of monthly changes to shop floor layouts storewide, using practised logistics and task prioritisation skills to consistently complete changes within 4 days against a maximum 5-day timeline

Retail Assistant

Apr 2021 – Apr 2023

- Managed customer service inquiries for 8 hours every week via phone or help desk, and received a lifetime customer satisfaction rating of 4.2 out of 5 through our post-service feedback form
- Collaborated with fellow retail assistants to delegate daily responsibilities and minimise impact of understaffing
- Approached customers to resolve queries with a friendly demeanour and optimise customer in-store experience

VOLUNTEER EXPERIENCE

VCE SUMMER TUTORING INC.

Volunteer Academic Tutor

Dec 2023 – Jan 2024

- Prepared and delivered six 50-minute lessons across two VCE Biology classes for students facing educational disadvantage, and achieved an average Tutoring Quality (TQ) rating of 4.5 out of 5 from students
- Participated as a Science and Engineering Tertiary Panel member to enhance student understanding of the STEM discipline and encourage further study, which 73% of students felt was a valuable part of the program

REYNOLDS SAILING CLUB INC.

Committee Youth Representative

Jul 2021 – Jul 2022

- Assisted in planning and delivering a biannual fundraiser event, which surpassed \$600 donation goal to refurbish shared cooking space with a new barbecue, cooking utensils and meal serving area
- Created and facilitated a focus group to make three recommendations on improving connection of youth to the club, which increased youth sense of belonging by 20% and youth membership sign-ups by 30% over one year
- Contributed to positive club experience through general premises upkeep, event setup and event pack-down

PERSONAL

Languages: English (native proficiency), Portuguese (limited working proficiency)

Skills: Coding (SQL, Python, JavaScript), Microsoft Suite, Collaboration, Project Management

Credentials: Melbourne Plus (Sustainability Advocacy, Community Engagement)

Interests: NYT Crossword and HackerRank Daily Challenge enthusiast, avid parkrunner, proud owner of a 346-day (and counting) Duolingo streak for learning Portuguese