

Dobre (Ray) Gorgievski
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Professional Summary:

I am a creative and versatile individual who enjoys producing results that exceed expectations. My productive mindset has me consistently rationalising towards beneficial solutions. Being self-employed for almost 20 years (prior the COVID pandemic) is where I seized every opportunity to broaden my skillset and gained extensive experience in digital media production, including: photo and video productions, audio production, graphic design, large format printing, framing, signage and much more.

My diverse (online) portfolio, along with my youtube channel, facebook and instagram pages easily validate my credentials, demonstrate my strength in character for continual progress and development and define me as a dynamic and innovative individual with a proven track record in creating engaging designs, managing robust marketing campaigns and developing strategic digital initiatives that result in beneficial gains.

Another factor that keeps me in a constant state of learning and allows for continual outstanding customer service is my passion for technology. Understanding what is at the forefront of technology, that which lies in the event horizon of ingenuity and then discovering beneficial applications has always been part of my nature and also happens to be one of the most valuable virtues I can bring to the table.

Education:

Bachelor of Commerce, Marketing Major
University of Western Sydney, 2002

Professional Experience

First Class Valet | Valet Captain | June 2023 - present

- Developed and enforced strict safety protocols, achieving a zero-incident record throughout my tenure, underscoring my commitment to safety and service excellence.
- Conducted regular training sessions for new hires, focusing on customer service excellence, safety, and operational efficiency, fostering a culture of continuous improvement.
- Acted as the primary liaison between customers and management, adeptly handling inquiries and resolving issues, which contributed to a loyal customer base and positive word-of-mouth referrals.
- Excelled in leadership, overseeing teams of valets across multiple locations to ensure the delivery of premium service standards.

Motley Media | Founder and lead executive producer | 2007-2023

- Immersed myself in an environment of continuous learning, substantially enhancing my skills in digital media production and strategic content development.
- Played a pivotal role in several high-profile projects, gaining and contributing to significant increases in audience engagement for key clients.
- Fostered a culture of innovation and creativity, leading to the development of award-winning campaigns that elevated brand's among their industry standing.
- Maintained a successful business for over sixteen years, a testament to my adaptability, commitment and the value I brought to my services.

Mac Video | Wedding & Events Photographer / Videographer | 2005 -2007

- Captured over 180 private functions in 24 months of weekend work employment.
- Mastered the art of inconspicuously directing and entertaining simultaneously with the goal of increasing the productive time for shooting photos/videos.
- developed extreme proficiency worth Final Cut Pro for video editing and Adobe Photoshop, Lightroom and Bridge for editing photos.

St. George Bank | retentions officer | 2005-2007

- Spearheaded key customer service initiatives, consistently exceeding quarterly customer satisfaction targets.
- Managed a diverse portfolio of client accounts, successfully increasing client retention rates by 20% through personalised service strategies.
- Championed the adoption of data-driven decision-making process enhancing operational efficiency and reducing costs.

Skills Summary

Leadership & Team Management: Demonstrated ability to lead and manage diverse teams, driving them towards achieving excellence in service delivery and project execution. Proven track record of mentoring teams to foster professional growth and achieve operational efficiencies.

Customer Service Excellence. Deep understanding of customer service principles, with a history of developing strategies that exceed customer expectations and enhance satisfaction. Skilled in building lasting customer relationships and resolving inquiries and issues with empathy and efficiency.

Digital Media Production & Marketing: Proficient in creating compelling digital content that engages and expands audiences. Extensive experience in utilising software, hardware, the public domain and social media platforms to drive brand awareness and audience engagement.

Strategic Communication & Campaign Management: Adept at designing and executing marketing and communication strategies that effectively convey brand messages and achieve campaign objectives. Experienced in content development, media planning and analytics to optimise campaign performance.

Operational Efficiency & Safety Protocols: Expertise in streamlining operations to enhance efficiency and safety. Implemented procedures that improve service delivery and quality of productions.

Analytical & Decision-Making Skills: Strong analytical abilities with a knack for leveraging data to make informed decisions. Experience in market analysis, financial management and strategic planning to drive business growth and competitive advantage.

Adaptability & Continuous Learning: Embraces change and continuously seeks opportunities to learn and develop new skills. Proven adaptability across various roles and industries, showcasing flexibility and a commitment to professional development.

