

Business Owner / Operations Manager

Large Format Printing | Mobile Phone Repairs | Projector & AV Hire

Operated and managed three customer-facing businesses from a single retail and workshop location, covering commercial printing and graphic design, mobile phone and electronics repairs, and projector/audio-visual equipment hire. Served more than 10,000 customers over five years of operation while managing approximately 40 print production jobs per week, 15 mobile phone repairs per week and 4 projector/equipment hires per week, alongside customer enquiries, quoting, production, repairs, purchasing, marketing, bookkeeping, administration and day-to-day business operations.

Business Operations & Management

- Managed the daily operation of three service businesses from one premises and coordinated printing, phone repairs and projector hire simultaneously.
- Served more than 10,000 customers across five years of operation, providing high-volume retail, technical and business-to-business service across all three business streams.
- Prioritised workloads around customer deadlines, repair urgency, print production requirements and equipment hire schedules.
- Managed approximately 40 print jobs, 15 phone repairs and 4 projector hires in an average working week.
- Managed walk-in customers, telephone enquiries, emails, online enquiries, quotations, estimates, invoices and receipts.
- Maintained customer records, job schedules and work-in-progress tracking to ensure deadlines were achieved.
- Managed supplier relationships, stock purchasing, consumables, replacement parts and equipment from Australian and international suppliers.
- Monitored operating expenses, supplier invoices, customer payments, cash flow and general business administration.
- Developed practical workflows to reduce delays between enquiry, quotation, production, repair, collection and after-sales support.
- Resolved customer complaints, warranties, rework, supplier issues and service problems professionally.
- Identified new products, services and revenue opportunities based on customer demand.

Large Format Printing & Print Production

- Operated a commercial and large-format print production service averaging approximately 40 customer jobs per week.
- Produced banners, posters, signage, promotional displays, point-of-sale material, window graphics, stickers, business documents, flyers, brochures, plans and presentation boards.
- Prepared artwork and customer-supplied files for print, checking dimensions, image resolution, colour mode, margins, bleed and overall print suitability.
- Converted, resized and corrected customer artwork where files were not production-ready.
- Managed print queues, media selection, material usage, urgent jobs and production priorities.
- Monitored print quality and diagnosed defects including banding, colour inconsistency, alignment problems and media feed issues.
- Performed routine printer cleaning, maintenance, consumable replacement and troubleshooting.
- Managed print wastage, reprints and final quality control before customer collection.

Banner Production, Laminating, Binding & Finishing

- Printed and finished vinyl banners, including measuring, trimming, edge preparation, eyelets and final quality checks.
- Operated laminating equipment for posters, signs, menus, documents and display graphics; selected suitable film and prevented bubbling, creasing and poor adhesion.
- Prepared reports, manuals, presentations and booklets for binding, including collation, covers, backing sheets and trimming.
- Scored and folded printed stock for brochures, invitations, cards and promotional material.
- Used guillotines and cutting equipment to finish jobs accurately to specification.
- Checked finished products for correct size, alignment, page order and overall presentation quality.

Graphic Design & Pre-Press

- Created and modified artwork for banners, posters, signage, flyers, brochures, business cards and promotional material.
- Recreated unsuitable customer artwork and prepared logos and graphics for print production.
- Prepared print-ready PDF files and managed fonts, images, logos and other design assets.
- Selected typography, colour combinations, layouts and dimensions appropriate to the finished product.
- Worked directly with customers to turn ideas into finished artwork and supplied proofs for approval.
- Made customer-requested revisions and checked artwork resolution, scaling and production suitability before printing.
- Managed RGB/CMYK considerations and created layouts suitable for large-format viewing distances.

Mobile Phone & Electronics Repair

- Operated a mobile phone repair service completing approximately 15 repairs per week.
- Diagnosed hardware and software faults, assessed damaged devices and provided repair quotations.

- Disassembled and reassembled smartphones using precision tools and safe repair techniques.
- Replaced screens, LCD/OLED display assemblies, batteries, charging ports, speakers, microphones, cameras, buttons, flex cables and housings.
- Diagnosed charging, power, battery, audio, display, touchscreen and no-power faults.
- Inspected devices for physical and liquid damage and carried out cleaning during repairs where appropriate.
- Tested repaired devices before return, including display, touch, charging, cameras, speakers, microphones and buttons.
- Explained repair options, limitations, risks and economically unviable repairs clearly to customers.
- Managed warranty-related repairs and follow-up work while maintaining customer device confidentiality.

Phone Parts Procurement & International Sourcing

- Sourced replacement phone parts from suppliers in China and other overseas markets.
- Researched screens, batteries, charging ports, cameras, housings, flex cables and other components by model and compatibility.
- Compared supplier quality, pricing, reliability, shipping methods and lead times.
- Communicated with overseas suppliers regarding specifications, compatibility, defective parts and warranty claims.
- Negotiated pricing and bulk purchasing where appropriate and calculated landed cost including freight.
- Managed international shipments and maintained sufficient repair stock around longer supply lead times.
- Forecast commonly required parts based on repair demand while balancing stock availability and working capital.

Inventory & Spare Parts Management

- Maintained stock of phone repair parts, print media, laminating film, binding supplies, inks, banner vinyl, cables, projector accessories and packaging.
- Monitored minimum stock levels, usage and high-demand models/products.
- Ordered replacement stock, tracked incoming deliveries and checked received goods for quality and accuracy.
- Organised components by device model and product type and controlled defective or unusable stock.
- Balanced stock availability against cash flow and storage requirements.

Projector & Audio-Visual Equipment Hire

- Operated a projector and presentation equipment hire service averaging approximately 4 hires per week.
- Managed enquiries, quotations, bookings, collection and return schedules and equipment availability.
- Recommended equipment according to customer requirements, room size and presentation needs.
- Prepared and tested projectors before each hire, checking image output, focus, connections, cables and general operation.
- Explained equipment operation and assisted customers with laptop-to-projector connectivity, HDMI and display configuration.
- Provided troubleshooting assistance during hires when required.
- Inspected, tested and cleaned returned equipment and checked for damage or missing accessories.
- Maintained hire records, accessories, leads, equipment maintenance and replacement requirements.

Customer Service, Sales & Telephone Support

- Delivered face-to-face customer service across printing, repairs and equipment hire.
- Answered incoming phone calls, emails, website enquiries and social media enquiries.
- Determined customer requirements through questioning and translated technical information into clear non-technical explanations.
- Provided quotations, pricing, options, recommendations and realistic turnaround times.
- Converted enquiries into confirmed orders, repairs and bookings and followed up outstanding quotations.
- Contacted customers when jobs were completed and handled booking changes, cancellations, complaints and after-sales support.
- Built repeat customer relationships and cross-sold relevant products and services where appropriate.

Digital Marketing, Facebook & Google Advertising

- Managed Facebook/Meta advertising campaigns to generate local customer enquiries for printing, phone repairs and equipment hire.
- Created advertising copy, graphics, promotions and audience targeting and monitored campaign performance.
- Managed Google advertising for customers actively searching for local services, including keyword selection, ad copy, location targeting and spend monitoring.
- Evaluated enquiries and conversions and adjusted advertising activity according to performance.
- Managed business social media presence, promotional posts and local-area marketing.
- Created printed and digital marketing material internally and maintained consistent business branding.
- Monitored which marketing channels generated enquiries and adjusted promotions based on demand.

Website, Online Enquiries & Email Management

- Managed online customer enquiries and maintained current business, service and contact information online.

- Responded to quote requests, received customer artwork, sent proofs, repair assessments, hire confirmations, quotations and invoices.
- Communicated with Australian and overseas suppliers and maintained organised customer and supplier correspondence.
- Managed digital files, artwork, attachments, invoices and business records.

Quoting, Pricing & Commercial Management

- Calculated print, finishing, repair and hire costs based on materials, parts, labour, freight, overheads, wastage and complexity.
- Prepared customer quotations and negotiated pricing for larger or repeat orders.
- Monitored margins and maintained commercially viable pricing while remaining competitive.
- Reviewed service profitability and purchasing costs and adjusted pricing or sourcing when required.

Accounting & Financial Administration

- Prepared invoices and receipts, recorded sales and expenses and processed supplier invoices.
- Monitored outstanding payments, reconciled customer payments and managed business banking.
- Maintained financial records for bookkeeping, accounting and taxation purposes.
- Monitored cash flow, operating costs, supplier payments, purchasing budgets and advertising expenditure.
- Prepared records for accountants/bookkeepers and assisted with GST/BAS record preparation where applicable.

Purchasing & Supplier Management

- Identified local and overseas suppliers, obtained quotations and compared quality, price, lead time and reliability.
- Ordered printing consumables, phone replacement parts, cables, accessories and equipment.
- Monitored deliveries, checked invoices, followed up delays and managed defective stock and warranty claims.
- Maintained supplier relationships and identified alternate suppliers where required.

Workflow, Quality Control & Problem Solving

- Coordinated multiple customer jobs at once and prioritised urgent deadlines across production, repairs and hire bookings.
- Tracked jobs from initial enquiry through quotation, approval, production/repair, payment and collection.
- Scheduled printing around equipment availability and repairs around parts availability.
- Identified production bottlenecks and reorganised workloads when urgent work arose.
- Inspected completed print work, tested repaired phones and checked AV equipment before release to customers.
- Diagnosed faults across printing equipment, artwork, electronic devices and projectors.
- Found practical alternatives when parts, materials or equipment were unavailable and managed customer expectations during delays.
- Researched unfamiliar technical faults and evaluated repair-versus-replacement options.

Administration & Technology Skills

- Maintained customer, supplier, booking, repair, hire and purchase records.
- Prepared job sheets, quotations, invoices and general business documentation.
- Managed electronic files, artwork archives, spreadsheets, email and cloud-based records.
- Used graphic design, PDF editing, image resizing, online advertising, social media, accounting/invoicing and online banking systems.
- Applied strong general computer literacy, file management and device troubleshooting skills across all business functions.

Average Weekly Workload

- Approximately 40 print and production jobs.
- Approximately 15 mobile phone repairs.
- Approximately 4 projector/audio-visual equipment hires.
- Simultaneously managed walk-in customers, telephone calls, emails, artwork, quotations, production, repairs, bookings, purchasing, marketing, invoicing, bookkeeping, collections and technical troubleshooting.

Key Skills

Small business management
Multi-business operations
Large-format printing
Commercial print production
Graphic design
Pre-press artwork preparation
Banner production
Laminating
Binding
Scoring and folding
Print finishing
Print quality control
Mobile phone diagnostics
Smartphone repair

Electronics troubleshooting
International parts sourcing
Chinese supplier management
Procurement
Inventory management
Projector and AV hire
Equipment setup and testing
Customer service
Telephone sales
Quoting and estimating
Facebook/Meta advertising
Google advertising
Digital marketing
Email management

Website administration
Bookkeeping
Invoicing
Cash-flow monitoring
Supplier management
Complaint resolution
Workflow management
Job scheduling
Quality assurance
Problem solving
Business development
Time management

Professional Profile

Experienced business owner and operations manager with hands-on experience managing three service businesses simultaneously across commercial and large-format printing, graphic design and print finishing, mobile phone and electronics repair, and projector/audio-visual equipment hire. Experienced across the complete business lifecycle from Facebook and Google advertising, customer enquiries and telephone sales through quotation, job scheduling, technical production, repairs, international parts procurement, quality control, invoicing, bookkeeping and after-sales customer service. Highly practical and technically capable, with demonstrated ability to balance customer-facing, technical, creative, administrative and commercial responsibilities in a high-volume environment.