


# DOUGLAS HARPER

## OBJECTIVE

Driven hospitality professional with a strong foundation in customer service, teamwork, and problem-solving, seeking to transition into an IT role. I am eager to use my technical aptitude, adaptability, and passion for learning to contribute to the success of an IT team while delivering exceptional service and support to end-users.

## CONTACT

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 **GitHub** Click here

## REFERENCES

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Group  
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## EDUCATION

**Griffith University**  
February 2024 – Present  
Bachelor of Cyber Security

**SAE | Creative Media Institute**  
2011 – 2013  
Diploma of Sound Production (Completed 15 units)

**Kedron State High School**  
2005 – 2010  
Queensland Certificate of Education

## WORK EXPERIENCE

**Australian Leisure and Hospitality Group, Senior Assistant Manager**  
April 2021 – Present

I commenced at ALH Group on 1 April 2021 as a bartender at the Breakfast Creek Hotel. In January 2020, I moved to the Albion Hotel as a Bar Manager and soon thereafter progressed to an Assistant Manager role. In June 2023, I commenced as a Senior Assistant Manager at the newly opened Brook Hotel. In my role as a manager of a licensed venue, my duties and responsibilities include:

- Overseeing business operations and development
- Managing venue employees, including full-time, part-time and casual employees
- Preparing employee rosters
- Managing and resolving customer complaints
- Ensuring the venue's compliance with the *Liquor Act 1992* (Qld), including auditing relevant records, reviewing and updating internal procedures and rectifying non-compliant processes
- Engaging with stakeholders including external suppliers and liquor licencing regulators
- Cash handling and bank reconciliations
- Managing inventory including conducting stock takes and placing orders with suppliers
- Reviewing financial statements to ensure the venue's financial and operational sustainability, such as the Statement of Profit and Loss.

**Various hospitality venues, Bartender**  
November 2011 – April 2021

During my career, I have worked at various hospitality venues as a bartender, including Newstead Brewery, The Wickham and the Prince of Wales Hotel. My work as a bartender has developed, amongst other things, my skills in:

- Customer service
- Time management
- Conflict resolution
- Interpersonal communication