

Filomena Delai

14 Pukehana Avenue, Epsom • Auckland 2014
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Objective

Just completed my Bachelors in Science majoring in Biology and looking to enter the science work field and develop skills and gather experience from whatever opportunity is presented. Currently working part time as a Crew Trainer at McDonalds Domestic Airport.

Skills & Attributes

- 4 years Fast Food/ Customer Service experience
 - ✓ Upselling and processing orders
 - ✓ Dealing with customer complaints
 - ✓ Cash-handling
 - ✓ Hygienic food preparation and delivery
- 3 years laboratory experience (degree practical)
 - ✓ Can pipette, weigh, sterilize, prepare media (pour plates, transfer culture), practice sterile techniques
 - ✓ Can operate an Electron Microscope: fix, stain and analyze cells
 - ✓ Can process data and statistically analyze (familiar with 'R')
- Excellent communication skills, both verbal and written
- Honest, hardworking, empathetic, friendly and efficient
- Ability to develop and maintain good work relations
- Reliable and trustworthy team player with excellent interpersonal skills
- Exceptional leadership and time management skills
- Intermediate knowledge of Microsoft Office (Word, Excel, Publisher, PowerPoint)
- Fluent in English and Fijian
- Beginner in Japanese and Korean
- Full license

Experience

McDonalds New Zealand

September 2014 to date.

Originally based at the Botany branch I am now currently a Crew Trainer at the Airport Domestic branch. I have experience in Front counter, drive-thru and back kitchen areas.

Front counter requires a lot of customer interaction and I confidently say I can deliver good customer service and am capable of dealing with customer's queries as well as fellow crew queries.

Drive Thru service also demands for an efficient work style and great teamwork as well as great cash handling and sales ability. I am also able to assess a situation and to see fit the urgency of which the situation should be handled to benefit both the customer and business.

Back Kitchen area is where the preparation of food is dealt with, with good hygienic standards. Requires fast efficient work as well as good communication skills with front counter.

Fast food industry requires long odd hours and I can be relied on to turn up to my shifts on time and to be hardworking. My role as a Crew Trainer requires me to effectively communicate with and teach new staff correct procedure as well as assist managers with the running of shifts.



Rotuman Youth of New Zealand

September 2013 to date.

I am currently the Secretary of the Rotuman Youth of New Zealand group since 2013; under guidance of New Zealand Rotuman Fellowship incorporated. I am also responsible for the group's communications, which includes advertising events and managing social media accounts.

Mairani

December 2017 to date.

I am currently the Secretary of the Mairani Rotuman Cultural group as well; the Auckland/Waikato sector of the New Zealand Rotuman Fellowship incorporated. I am also responsible for the group's communications, which includes advertising events and managing social media accounts.

Education

Auckland Girls' Grammar School

2010-2014

NCEA Level 1, Level 2 & Level 3 (UE)

South Seas Film and Television School (NZ)

2015

Completed Introduction Course in Television and Video Production

University of Auckland

2019

Bachelor of Science- Majoring in Biological Science

Papers range from Microbiology, Plant Cell and Plant Pathology, Biotechnology, Ecology and Biogeography.

Hobbies and Interests

I love hanging out with family and friends as much as I love my own company. Always keen to try new places to eat or stay in to binge a series on Netflix. I do have an interest in photography/videography and I love enjoying the works of other creatives more than being the creative myself.

I studied Japanese in high school and garnered a huge interest in all things Japanese and naturally, I picked up interest in all things Korean too- so I have a great appreciation and understanding of the Asian Culture. But being of Pacific decent I also have a greater interest in and understanding of the Pacific Culture.

I am a Fijian and of Rotuman decent and I am currently the Secretary of the Rotuman Youth of New Zealand (RYNZ) and Mairani- groups formed to bring together the very few Rotumans here in New Zealand to learn more about and celebrate the Rotuman Culture and preserve its language.



Referees

Restaurant Manager (McDonald's Ti Rakau)
Joel Natana – 021 082 74079

Cultural Group Leader (Mairani Group/ New Zealand Rotuman Fellowship)
Maria Fuata- 021 728 425

Tuakana Biology Co-ordinator (University of Auckland)
Cronjé Paea- 021 022 19421