**RESUME**

**Eden Kelly**

**PERSONAL DETAILS**

**Name: Eden Kelly**

**Address: 50 Holland Road**

**Blackburn South Vic 3130**

**Phone: (AH) 98933566 (Mob) 0430 656 303**

**Date of Birth: 28/03/1994**

**Email: eden.kelly@hotmail.com**

**SKILLS SUMMARY**

**Talents:**

Team Player; works well with others   
 Reliable; attentive listening skills  
 Responsible; good organisational skills, open for feedback  
 Very friendly and always willing to help to when needed  
 Positive and consistent attitude towards situations  
 Competent in Microsoft Word, PowerPoint and Internet resourcing  
 Competent with Microsoft Excel, and general IT programs, open  
 to learn more skills

**Education & Qualifications:**

2013 VCE at CAE, Melbourne (Enrolment pending)  
  
Completion of Year 10 and part VCE (Business Management Unit 1&2) at Donvale Christian College

Crew Member of the Month Certificate (February, 2011)

McCafe Barista Techniques Training Certificate (September, 2012)

**References: Available on request**

**Interests:**

Sport; basketball  
 Art  
 Drama  
 Guitar

**Achievements:**

Primary School House Captain in 2006

First place in the RACV Technology Challenge in 2005

Class Captain, Melbourne Girls’ College 2009

Nunawading Kangas Basketball Club Inc, Winter Season 2008, Coach’s Award, Under 14s

M.E.B.A – W.N.J.C, Girls under 16C, winter 2009 PREMIERS

Lead Role in Primary School play, Currawong Creek, 2006

**EMPLOYMENT HISTORY**

**Company: Southern Grampians Shire Council**

**Position: Casual**

**Date: 2010**

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| **Responsibilities** | **Developed Skills** |
| Follow set procedures (a script)  Report back to supervisor the information gathered | Confidence Working under direction of a supervisor  Accurate reporting |

**I was employed as for a two a period to take part of the Government’s program to target the illegal supply of cigarettes to minors in the Southern Grampians region. My role was to attempt to buy cigarettes from local stores and report back to the local government which stores comply with the law and which require a fine. The experience gave me confidence in following guidelines and procedures, due to a script that I was given to recite to each shop owner.**

**Company: McDonalds Australia**

**Positions: Crew Member – Part Time**

**Date: July 2009 – Current**

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| **Responsibilities** | **Developed Skills** |
| Training new staff  Serving food & beverages to customers  In charge of opening and closing the store  Running store alone  Dealing with a variety of customers  Handling customer complaints & inquiries  Cash Handling  Counting stock and earnings at the end of the day  Stock sorting  Answering phones  Preparing food  Cafe duties  Cleaning McCafe Barista Delivery | Customer service Customer communication  Supervisory skills  Coaching skills  Food preparation  Time Management  Working under pressure  Working in a team environment  Ability to service a diverse range of customers  Attention to detail for recording & management of stock  Up selling products  Responsibilities of running the store alone Barista training Delivery of stock and organisation of stock |

**Working at McDonalds for 3 years has provided me with opportunities and knowledge in retail and customer service. In August, 2012 I helped train a client from the Alkira Community, which gave me strength in training skills and the ability to train a person of a diverse background. I enjoy engaging with customers, and enhancing their experience time in the restaurant. I have gained confidence and communication skills that allow me to deal with customer complaints and inquiries.**

**Company: TGI Fridays’, Forest Hill, VIC AU**

**Position: Host**

**Date: June 2011 – August 2011**

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| **Responsibilities** | **Developed Skills** |
| Dealing with a variety of customers  Handling customer complaints & inquiries  Answering phones  Making bookings Arrange seating  Seat customers | Confidence Customer service Customer communication  Time Management  Ability to service a diverse range of customers |

**I was hired as a Host to welcome customers into the store and seat them. I was required to answer the phone and talk to customers about enquiries, and arrange seatings for bookings. I only worked at TGI Fridays for a short amount of time. Reasons for this was because of McDonalds couldn’t provide me with the hours I required during the holidays, therefore I found an alternative. I experienced service skills with a different range of customers, and got an understanding of the environment in a restaurant.**

**WORK EXPERIENCE**

**Orchard Grove Primary School (Year 10 Work experience placement)**

**Date: 2010**

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| **Responsibilities** | **Developed Skills** |
| Teaching children  Organising material for classes  Plan tasks related to the lesson topics  Demonstrating understanding | Handling classrooms full of young kids  Organizing and planning skills  Understanding of the teaching environment |