PERSONAL DETAILS

NAME: DANU TUCKER-SAUNDERS

**ADDRESS:** Unit 6

120 Edenholme Road

WAREEMBA NSW 2046

AUSTRALIA

**TELEPHONE:** Home: +61 2 8060 3373

Mobile: +61 424 693 534

**E-MAIL:** [danutuckersaunders@email.com](mailto:danutuckersaunders@email.com)

### EDUCATION

**2006 CERTIFICATE IN TOURISM AND TRAVEL (CABIN CREW PREPARATION)**

Sir George Seymour National College of Tourism and Travel (NZ)

#### 2005 INTERNATIONAL BACCALAUREATE

John McGlashan College, Dunedin, NZ

### QUALIFICATIONS

**Australian Qualifications**

* Responsible Service of Alcohol

#### New Zealand Qualifications

* Full First Aid Certificate
* Tourism and Travel Core Skills Level 3 & Travel Level 3
* Computing Level 3
* Cabin Crew Modules 1 and 2

# PROFESSIONAL EXPERIENCE

**August 2018 - Present Angelo;s Cabarita**

## Food and Beverage Attendant/ Barman/

# Senior customer service

* Floor & Bar Supervisor

# Cash Management

* Barista duties
* Barmen duties

**Sep 2018 – Nov 2018 Aleasons – Knox Grammar School (Contract)**

## Barista/ Front Counter Service

# Cash management

# Food preparation

* Barista duties

**Feb 2017 – Nov 2018 Cater Care – Kambala School**

## Barista/ Administration

# Senior customer service manager

# Catering management

# Cash Management

* Barista

**Mar 2016 – Sep 2016 Aspire Lifestyles (International SOS)**

## Concierge Consultant

* Communicates well with others, in particular strong listening skills
* Ability to demonstrate patience and empathy
* Solid knowledge of our products and services
* Keen interest in Lifestyle products eg: theatre, dining, luxury experiences, travel
* Strong Customer Service focus - Demonstrates understanding of who our customers are
* Excellent attention to detail
* Professional written and verbal communication skills
* Work as a Team Player in a Call centre environment with Strong time management skills and Problem solving abilities
* Working Knowledge of MS Outlook, Word and Excel

# Vast product knowledge, of tours, activities, ticket shows and events operated by different suppliers in different countries.

* Sales responsibilities
* Management of bookings, cancellation and refunds
* Support to Supplier and Wholesale Agent reservation

# Understanding of industry rules and conditions

* Internal stakeholder communications/cross selling with other departments

**Feb 2015 – Jan 2016 Viator**

## Customer Service Agent

* Responsibility for customer service experience

# Vast product knowledge, of tours, activities, ticket shows and events operated by different suppliers in different countries.

* Sales responsibilities
* Management of bookings, cancellation and refunds
* Support to Supplier and Wholesale Agent reservation

# Understanding of industry rules and conditions

* Internal stakeholder communications/cross selling with other departments

**Aug 2013 – Nov 2018 Alseasons Hospitality Staff** Agency Work

## Food and Beverage Attendant / Barista

* ICC (International Convention Centre) Sydney
* Jenolan Caves House
* Accor Hotels
* Starship Sydney & The Pontoon
* Mange Tout AMP
* Bankstown District Sports
* Mazzaro Restaurant
* Art Kitchen Food with Imagination
* Family Affair BBQ & Spits
* Helens Catering Professionals
* Park Hyatt

**Mar 2014 – Aug 2013 SPARQLE GROUP**

Palm Breeze Café/SparQling Mediterranean

## Senior Food and Beverage Attendant

# Management of customer experience and service delivery

# Training and recruitment responsibilities

# Customer complaint resolution

# Cash management

# Barista and waiting duties

**Sep 2013 – Mar 2014 MINUM**

## Barista/ Kitchen Hand

# Senior customer service manager

# Supplier management

# Customer complaint resolution

# Catering management

# Food preparation and delivery

* Barista and waiting duties

**Mar 2009 – Aug 2013 BLUESOAP**

## Web Developer and Customer Service Consultant

# Web and application development in HTML5 and JavaScript

# Programming using PHP and other programming languages

# Network and server maintenance

* Infrastructure and communications design and set up
* Phone and email technical support for clients
* Client liaison and business management
* Creative development
* Customer solution design
* Telephone Sales

**Jun 2008 – Feb 2009 ECRUISING.TRAVEL**

## Airfare and Products Consultant

# Creating tailored customer journeys based on customer demand and individual requests

# Utilisation of appropriate software for fare bookings

# Understanding of industry rules and conditions

# Vast product knowledge, focused primarily on the cruising industry

* Extensive destination knowledge to provide customer with tailored solution
* Ability to package hotel/transfer and airfare with the appropriate cruise ship
* Sales strategy promote and sell new customer experiences
* Internal stakeholder communications/cross selling with other departments

**Aug 2007 – Jun 2008 ALBERTO’S PIZZERIA RESTUARANT**

## Food and Beverage Attendant

* Food preparation and handling
* Cash management
* Barista duties
* Customer service
* Food presentation, assisting chef and preparing desserts and salad

# Nov 2006 – Feb 2008 VALUE TOURS – SKI N’ SNOWBOARD HOLIDAYS

## International Travel Consultant

* Primary responsibility for customer service experience
* Product knowledge ranging from ski resorts to general holiday destination
* Assisting and training new staff
* Sales responsibilities
* Management of bookings

# SKILL SUMMARY

# Non Technical Skills

|  |  |
| --- | --- |
| * Customer Service Skills * Advanced Time Management | * Excellent Written and Verbal Communication |

# Computer Skills

|  |  |
| --- | --- |
| * MS Access; Advanced * MS Excel; Advanced * MS PowerPoint; Advanced * MS Word; Advanced | * MS Project; Basic * MS SQL; Intermediate * MYSQL: Advanced |

# INTERESTS

Computer and Computer Applications, Swimming, Cooking and Ancient Egypt.

**REFEREES**

Referees are available on request.