

Aidan Wilson, Electrical Engineering and Computer Science Student

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LINKS

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PROFILE

I am currently a student studying Engineering and Computer Science at Queensland University of Technology. Over the past 4 years I have gathered valuable experience in many customer-service based fields ranging all the way from fast food to five-star fine dining establishments such as UQ's Customs House and Sofitel Brisbane Central. Working in these environments has helped me to gain strong communication and interpersonal skills which I believe will help me in my preferred field later in life. I am seeking this opportunity to gain industry experience and contribute to a field I am very passionate about.

EMPLOYMENT HISTORY

Jan 2023 - Present

Bartender, Sky and Lotus Rooftop Lounge & Nightclub

- Manage the bar area by stocking inventory, maintaining cleanliness, and preparing drinks including mixed drinks, cocktails, and RTDs for customers.
- Interact with guests and provide customer service by taking drink orders, providing recommendations, and ensuring customer satisfaction.
- Accurately process payments and handle cash and credit card transactions while adhering to established cash handling procedures.
- Collaborate with the venue manager and bar-backs to ensure efficient and smooth operation of the bar and overall venue.
- Follow established health and safety regulations and adhere to responsible service of alcohol policies.

Feb 2022 - Present

Food and Beverage Attendant, Customs House (University of Queensland)

Banquets Department

- Cocktail, dinner, wedding, and meeting style events ranging from 10 - 400 pax
- Following of VIP event protocols including government and university officials
- Bar duties such as pre and post stock counts, alcohol preparation, cocktail making and overall maintaining of bar for other workers
- Assisted with cellar stock maintenance and restocking
- Full Five star fine dining dinner service including wine service and recommendations, formal greeting, food drop, and clearing procedures
- Setting and Mise en place of event spaces for variety of events including mid-event room flips
- Responsible service of alcohol to patrons

Off-site Catering

- Pack up/pack down and following of location-specific procedures at offsite UQ locations around Brisbane including St Lucia, UQ Brisbane City, and Mayne Medical School

Veuve Clicquot Pop-up bar / Chandon Garden Spritz Pop-up bar

- Bartending for sponsored riverside pop-up bar with a variety of cocktails and wine list

Aug 2022 - Present

Food and Beverage Attendant, Sofitel Brisbane Central

Banquet Team member for variety of functions ranging from 24 - 1100 pax including Sofitel's signature party La Nuit.

Jan 2019 – Mar 2022

Customer Service Team Member, KFC Garden City

- Assisting customers at till
- Operating the cash drawer and POS machine
- Confirming payments, refunds, etc.
- Resolving payment and order disputes
- Operating fryers and other cooking equipment
- Taking and packing orders
- Providing service to customers
- Preparing food items
- Store closing procedures

EDUCATION

Feb 2022 – Dec 2026

Bachelor of Engineering (Electrical) / Bachelor of Information Technology (Computer Science), Queensland University of Technology

Jan 2016 – Nov 2021

Mansfield State High School

- ATAR 96.10
- Academic Excellence 2016, 2017, 2018, 2019, 2020, 2021

SKILLS

Hospitality

Bartending

Fine Dining

C#

Customer Service

Teamwork

Ability to work under pressure

Problem Solving

Object oriented programming

Azure VM

React

Express

CERTIFICATES

Feb 2022

Provide responsible service of alcohol (SITHFAB002), Galaxy Training Australia

Provide first aid (HLTAID001), St John Ambulance Australia

REFERENCES

Amber Morewood, Former Banquet Manager at Customs House (University of Queensland)
0431232056
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