

DANILO SCODELLARO

CONTACT DETAILS

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CAREER PROFILE

Distinction Student of Commerce & Economics seeking new challenges and opportunities

- Committed to delivering extraordinary customer service with 2 years employment at McDonald's
- Experienced leader and public speaker through management and the role of School Captain
- Dedicated to comprehensive learning, through strong academic performance and workplace training

KEY STRENGTHS

Excellent Verbal Communication and Presentation

- Experience giving speeches to in excess of 1000 people as School Captain
- Many hours spent training staff in order-taking procedures and dialogue for Drive-Thru and Front Counter

Dedication to Customer Service

- Key reason cited when awarded Crew Person of the Year at McDonald's
- On one particular occasion, given a \$100 tip for the manner in which I resolved a customer's problem

Driven by Challenge

- Reviewed sales and waste reports to map out ideal stock levels for McCafé
- Progressed from Crew Member to Shift Supervisor in less than 2 years of employment

Accomplished Computer User

- Over a decade of Microsoft Office experience for academic and professional use
- Several years of computer assembly, installation and repair using Windows, Mac and Linux platforms
- Familiarity with Oracle SQL, C, UML Modelling and STATA (Statistical Modelling)

International Perspective

- Over 5 years spent studying abroad in Singapore, travelling to many countries in Asia and Europe both for leisure and charity work with school
- Working with a multinational leadership team at the Australian International School, organising numerous charity fundraisers and cultural exchange events

EDUCATION

Bachelor of Commerce & Bachelor of Economics (Dual-degree) 2012 – Current

University of New South Wales (UNSW)

- Majors in Information Systems and Economics
- **Distinction average** with a **WAM of 76.409**
- Successfully completed the **Graduate Advantage Program (GAP)** in 2014

Higher School Certificate (HSC) 2006 – 2011

Australian International School Singapore (AISS)

- **ATAR of 95.90**
- Served as **School Captain** in 2011 following successive years in the SRC

TRAINING

Shift Management Excellence (SMX) McDonald's Australia	2013
<ul style="list-style-type: none">Awarded Bronze Hat – Voted as the greatest contributor to others' learning	
Apply First Aid (Senior First Aid) St John's Ambulance Australia	2013
Certificate III in Retail Operations McDonald's Australia	2013

EMPLOYMENT HISTORY

Customer Service Representative Commonwealth Bank of Australia (Macquarie Centre)	2014 – Present
Shift Supervisor McDonald's Australia (Castle Hill)	2012 – 2014
<ul style="list-style-type: none">Awarded Crew Person of the Year 2012 in recognition of exceptional customer serviceDeveloped training materials for both crew and managers which reduced food waste and minimised damage to equipmentProgressed into Management in under 2 years, completing multiple qualifications in the process	
Private Tutor Kapsanis Family (Singapore)	2010 – 2011
<ul style="list-style-type: none">Weekly 1-on-1 tuition sessions with 'gifted and talented' students, as recognised by the schoolFocusing on Mathematics and Literacy, also working together on school projects and musicConclusion of tuition involved teaching the 3 boys how to build a computer from scratch	

ROLES

School Captain Australian International School Singapore	2010 – 2011
<ul style="list-style-type: none">Led a culturally diverse team to organise charity events, chiefly the Red Cross Blood Drive, Musical Opportunities Extravaganza (Music Concert) and the International Culture Experience (Festival)Participated in interview panels for the 2012 Captains team, as well as the new school principalRepresented the school publicly at the ANZAC Day Dawn Service (Kranji War Memorial) and meeting with the Australian Governor-General – Quentin Bryce	

INTERESTS & HOBBIES

International Travel <ul style="list-style-type: none">Travelled to over 15 countries across Europe and Asia
Guitar and Music <ul style="list-style-type: none">Proficient Electric and Acoustic Guitarist, as well as Bassist for 3 years in a High School band
D.I.Y and Maintenance <ul style="list-style-type: none">Self-professed tinker and handyman, with a passion for building computers and electrical work

REFERENCES

Amy Argyle Restaurant Manager – McDonald's Australia	James Carpenter First Assistant Manager – McDonald's Australia
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Contact details available on request