

# DANILO SCODELLARO

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## CONTACT DETAILS

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## CAREER PROFILE

Distinction Student of Commerce & Economics seeking challenging 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

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## 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, Java, 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

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## 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 77.154**
- 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

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## TRAINING

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

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## EMPLOYMENT HISTORY

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<b>Customer Service Representative</b> Commonwealth Bank of Australia (Macquarie Centre)	2014 – Present
<ul style="list-style-type: none"><li>Responsible for serving a diverse range of customers, maintaining and operating numerous pieces of specialised equipment and identifying sales opportunities in the best interests of customers</li><li>Recognised on numerous occasions for excellent service and going the extra mile to help colleagues as well as customers</li></ul>	
<b>Shift Supervisor</b> McDonald's Australia (Castle Hill)	2012 – 2014
<ul style="list-style-type: none"><li>Awarded <b>Crew Person of the Year 2012</b> in recognition of exceptional customer service</li><li>Developed training materials for both crew and managers which reduced food waste and minimised damage to equipment</li><li>Progressed into Management in under 2 years, completing multiple qualifications in the process</li></ul>	
<b>Private Tutor</b> Kapsanis Family (Singapore)	2010 – 2011
<ul style="list-style-type: none"><li>Weekly 1-on-1 tuition sessions with '<b>gifted and talented</b>' students, as recognised by the school</li><li>Focusing on Mathematics and Literacy, also working together on school projects and music</li><li>Conclusion of tuition involved teaching the 3 boys how to build a computer from scratch</li></ul>	

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## ROLES

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

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## REFERENCES

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