



Ethan.Godley@hotmail.com



0413 315 980

# ETHAN GODLEY

CUSTOMER SERVICE EXPERT

## Skills and Attributes

### Commitment:

I will happily expend all my time and energy at work.

### Communication:

Written and verbal communication will be clear and concise.

### Dedicated:

Driven to surpass personal and business goals

### Efficient:

I am used to working at a fast pace whilst still retaining an exceptional standard of work.

### Reliable:

Expect me to be early, leave late and complete work ahead of schedule.

### Technological Competence:

Use of most software and electronic devices comes naturally to me.  
Proficient in MS Suite

## Education

Western Australian Certificate of Education

Geraldton Senior College

Certificate III in Retail

McDonald's Australia Ltd

## References

Francis Gruezo  
Store Manager  
0429 048 783

Brittany James  
RTO Training Consultant  
0451 171 044

Sean Hatton  
Store Manager  
0422 782 966

## Personal Statement

In my career I enjoy striving to exceed expectations, exercising intuition, maintaining team morale with my infectious positivity, and using leadership to assist my team in achieving both personal and company goals.

Whether it be displaying the highest level of customer service, completing administrative tasks to the utmost efficiency, working independently, or leading a team to efficiently reach a company goal, I will zealously endeavour to ensure KPIs are exceeded, having no qualms with working additional hours and expending extra effort to do so.

## Experience

### McDonalds Area Leader

2016 to 2020

Description: As a McDonalds area leader my primary goal was to lead my team towards achieving daily goals such as maximising efficiency and sales amounts as well as ensuring the quality of products and service.

Inclusively it was essential that I was an active role model for my team which drove me to soar past company goals and truly excel in customer service and sales. I consistently upsold 200% more than the company target, and was always praised and thanked by customers through head office feedback for my professional, efficient, and quality service.

As well as working well in a fast-paced team environment and being effective in leading my team, I was also the main point of contact for resolving customer issues. By using my well developed problem solving skills and exceptional customer service I was able to take a large variety of complaints and give a tailored solution that restores customer satisfaction at minimal cost to the company.

### Key Skills:

- Leadership
- Sales expertise
- Quality customer service
- Problem solving
- Teamwork
- Multitasking
- Understanding of KPI's
- Working under pressure

### Certification:

- Certificate III in Retail (SIR30216).

Whilst employed at McDonalds I completed a certificate III in retail which gave me a deep understanding of OH&S, customer service skills, and knowledge on how to best interact with clients on an individual level.