

# Hannah McDonald

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*People-orientated front-end developer in training. Exceptional communication and teamwork skills developed from 6+ years of working in retail. Holds a unique set of interpersonal and technical abilities. Seeking an internship position in development that will support my growth as a front-end developer.*

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## PROFESSIONAL EXPERIENCE

### Lismore McDonalds

*Front-counter worker Feb 2014- Jan 2015*

- Built a strong foundation for work ethics and practices.
- Time management and communication skills allowed me to excel in the most high-pressure situations.
- Ability to overcome any unpleasant customer situations with resilience and good attitude.

### Network Video Lismore

*Shift supervisor Jan 2015- Mar 2020*

- Attention to detail required when handling financial responsibilities and stock management.
- Advanced teamwork and leadership skills was shown at this job as training and supervising was key responsibility.
- Unique interpersonal abilities required as small customer base relied on building a strong rapport to ensure sales were met.

### Coles Mermaid Waters

*Service supervisor Mar 2020 – Sep 2020*

- Began as register attendant during peak of COVID19 before then becoming a supervisor.
- Supervising service operations through managing front end staff
- Customer interactions involve solving complaints, enquires and other general retail services.

### SOS Phone Repairs Coolangatta

*Lead technician / Manager Sep 2020 – present*

- Interact with customers to understand their problem
- Replace phone components such as battery, screens and small parts
- Troubleshoot software and hardware issues through research and communication with team-members

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## PERSONALITY AND ATTRIBUTES

- Excellent communication and interpersonal skills.
- Keen desire to learn allows me to develop new skills quickly.
- Seeks mentorship and guidance when needed.
- Thrives in situations that rely on teamwork and peer support.
- Seeks to approach difficult challenges with both a creative and logical mindset.

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## EDUCATION

### Southern Cross University

*BA of IT (incomplete) 2019-2020*

- **Major:** User Experience Design
- **Notable coursework completed:** Programming 1, Programming 2, Web Development 1, Cyber Security, Systems Analysis & Design, Database Systems, Resources for User Interaction  
GPA: 6.42

### Coder Academy

*Diploma of IT 2020 – 2021*

- **Major:** Full-stack website development
- **Notable coursework completed:**

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## TECHNICAL ABILITIES

(See GitHub for projects)

- HTML/CSS
- Java
- SQL

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## ACHIEVEMENTS & ADDITIONAL ACTIVITIES

- SCU Women In Tech Award for Excellence
- SCU Chancellors Academia Award
- Developing a presentation with a female workshop group to be delivered at a Brisbane Tech Newbies meet up
- Member of multiple tech meet-up groups (Brisbane Tech Newbies, Women in Agile)
- Coder Academy Diversity Scholarship recipient

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## REFERENCES

### KRIS LANARCH

*Previous employer*

6622 1000

Store@networkvideolismore.com.au

Network Video Manager

### JENNIFER DOHERTY

*Mentor*

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Cupid Media Project Manager