

RESUME 2021



WORK EXPERIENCE

- Aug 2018 – Current - Food Academy Lead Trainer (Fresh Con)
- Aug 2016 - Aug 2018 - Food Academy Trainer – (Meat)
- Oct 2015 - Feb 2016 - Talent Acquisition Advisor – Woolworths Meat Company
- May 2015 - Oct 2015 - Systems Specials Masters DC
- Jan 2013 - Apr 2015 - Development Coordinator Compliance – HR Business Centre
- Sep 2011 - Jan 2013 - Resourcing Officer HRBC
- Jan 2006 - Sep 2011 - HR Officer Woolworths Supermarkets
- Nov 2004 - Jan 2006 - Perishables Manager Woolworths Supermarkets
- 2002 - 2004 - Management Trainee / Relief Duty Manager – Woolworths Supermarkets



71Evrah Drive,
Hoppers Crossing,
Vic, 3029



PERSONAL PROFILE

I am passionate about seeing growth in our teams from new employees through to leadership. I have over 24 years experience within the Woolworths divisions. I have an extensive background in facilitation, training coordination, administration and recruitment.

QUALIFICATIONS

- Certificate II in Meat Processing (Food Services)
- Certificate IV in Training and Assessment (TAE & TAA)
- Market Moves Promoter
- Move 4 Life – Train the Trainer
- RSA – Train the Trainer
- Safety the Woolworths Way – Train the Trainer
- Certificate IV in Retail Operations
- Certificate III in Woolworths Store Operations



EDUCATION



2015 – **SWINBURNE UNIVERSITY OF TECHNOLOGY**
DIPLOMA OF HUMAN RESOURCES MANAGEMENT

1999-2002 – **DEAKIN UNIVERSITY**
BACHELOR OF ARTS - LINGUISTICS

VERONICA MACGOWAN



SKILLS & QUALITIES

- Ability to quickly learn new procedures and material
- Calm and controlled under pressure
- Strong facilitation skills
- Coaching mindset
- Willingness to engage and communicate at differing levels
- Problem solver & adaptable to new environments
- Eagerness to trial and test (SMART, VR)
- Open to feedback on processes and opportunities
- Broad supermarket experience
- Strong facilitation skills
- Intermediate MS Office & Google



HOBBIES

- Home Baking
- Farmers Markets
- Board Games
- Boxing
- Camping

CONTACT INFO



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CURRENT ROLE RESPONSIBILITIES

I have led multiple Food Academy teams in Vic/Tas through 16 Renewals, 7 New, and 4 Customer Retention Stores in the past three years. I have been involved in setting up the first CFC and standing up home delivery during Covid. I supported the first Vic SMART store and have recently delivered one of the initial UP stores. I am currently supporting the VR pilot in Vic/Tas.

- Coach and lead team of 5 Food Academy trainers to deliver enhanced customer and retail experience for team and customer.
- Manage capacity within the Food Academy team.
- Quarterly planning of Renewal priorities.
- Foster relationships with Format & Network Development, State Support, Commercial & Learning & Design teams.