

Izaak Noordhuis

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Proficient Shift Manager knowledgeable about scheduling, money handling and team management. Adept at handling all areas of operations. Eager to develop and advance professionally into a more challenging position.

Education

BACHELOR OF INFORMATION TECHNOLOGY | EXPECTED 2024

Queensland University of Technology | Brisbane, QLD

QUEENSLAND CERTIFICATE OF EDUCATION | 2020

St Augustine's College | Augustine Heights, QLD

Skills & Abilities

- Managing Operations and Efficiency
- Opening and Closing Procedures
- Cash Handling
- Maintaining Required Compliance
- Experience in C, C#, Python, Java, JavaScript, SQL, HTML and CSS
- General IT Knowledge, Windows 7, 8, 10, 11 and MacOS
- Experience with Microcontrollers and assembling circuits

Experience

SHIFT MANAGER | MCDONALDS | JUL 2022 - CURRENT

- Trained and mentored new employees to maximize team performance.
- Supervised employees and oversaw quality compliance with company standards for food and services.
- Kept employees operating productively and working on task to meet business and customer needs.
- Coached crew members to optimize performance and motivate toward more efficient work.
- Exercised composure under pressure and in escalated customer service scenarios.
- Worked closely with team members to schedule breaks and shifts to meet state regulations.
- Consistently exhibited calm demeanor during periods of high volume or unusual events to keep store operating smoothly and set positive example for shift team.

CREW COACH | MCDONALDS | JAN 2022 – JUL 2022

- Taught new team members correct procedures for all areas of operations.
- Trained other employees in customer service, food safety and performance requirements.
- Set positive example for team members by providing high-quality, efficient service.
- Delivered in-depth training to workers in food preparation and customer-facing roles to promote strong team performance.

CREW | MCDONALDS | SEP 2020 – JAN 2022