

# ABIGAIL RUSSELL



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Harrington Park, NSW  
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## PROFESSIONAL SUMMARY

Enterprising McDonald's Department Manager successful in leading every facet of new and ongoing business operations. Strategic thinker and tactical decision-maker with passion for serving customers and exceeding expectations. Creative problem solver skilled at de-escalating situations and driving positive change. Proactive Department Manager with excellent time management skills to multi-task while working within deadlines and time constraints. Offering 5 years of hands-on experience in retail operations, and being the youngest promoted manager. Disciplined professional committed to driving sales goals and ensuring smooth functioning of PPM department.

## SKILLS

- Managing store and staff operations, and efficiencies
- Performance tracking, reviews and evaluations
- Team Supervision
- Motivational Leadership
- Coaching and Mentoring
- Work Planning and Organisation
- Scheduling and Coordinating
- Customer Service
- Administration and Reporting
- Staff Hiring and Retention
- POS Inventory System Operation
- Employee Relationships
- Negotiation and Conflict Resolution

## EDUCATION

## WORK HISTORY

### McDonald's - Crew Member

*Gregory Hills, NSW • 05/2018 - 03/2021*

- Provided excellent customer service by greeting customers and meeting quality expectations.
- Took orders, prepared meals and collected payments.
- Kept food preparation area, equipment and utensils clean and sanitary.
- Worked front counter, drive-thru and other areas.

### McDonald's - Crew Trainer

*Gregory Hills, NSW • 03/2021 - 03/2022*

- 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.
- Greeted customers with smile and provided friendly service to professionally handle every need.

### McDonald's - Shift Manager

*Gregory Hills, NSW • 03/2022 - 06/2022*

- Trained and mentored new employees to maximize team

## **University of Wollongong**

Sydney, NSW • Expected in 11/2024

### ***Bachelor of Science:*** Nursing

- Completed 4 weeks of in hospital placement throughout 2022 working in various wards across a number of specialities including Covid-19, geriatrics, mental health, coronary care, and palliative/end of life plan.
- Completed and passed both mandatory practical assessments required by the university
- Passed year one and enrolling into year two
- Cleared by NSW Health for all vaccination and health checks

## **William Carey Christian School**

Prestons, NSW • 11/2021

### ***High School Diploma***

- Elected Captain of CSSA Hockey Team
- Awarded Bronze Duke of Edinburgh award
- Elected to School prefect for WCCS
- Assisting primary school students with reading and writing
- Assisting the ESU program with students with learning difficulties and special needs with everyday life skills

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.
- Consistently exhibited calm demeanour during periods of high volume or unusual events to keep store operating smoothly and set positive example for shift team.

## **McDonald's - Department Manager**

Gregory Hills, NSW • 06/2022 - Current

- Worked actively with management team to create daily and weekly sales plans based on weekly sales trends.
- Communicated with managers of other departments to maintain transparency.
- Developed empowering employee culture focused on equipping employees to independently meet customer needs.
- Analyzed and interpreted store trends to facilitate planning.
- Motivated associates to consistently deliver effective selling behaviour's through coaching and recognition.

## **HOCKEY**

- Participated in club level hockey for Western Leagues Club from Under 11's till current
- Competed at 3 state finals for MSW
- Completed Centre of development and competed for NSW Hockey
- Team captain numerous years running and mentored younger captains
- Assistant coach for younger teams
- Received most improved, fairest player, and most consistent award
- Awarded West team of the year

- Science lab and library assistant
- Competed in state level school sport events
- Volunteered in school canteen and sport day events
- Participated and lead the "bully no way" program
- Performed in numerous school musical performances
- Received a statement of attainment in certificate II in Hospitality
- Received principal, year advisor, and a christian service award

## QUALIFICATIONS

- First Aid Certificate
- Fire Training Certificate
- National Police Check
- Can obtain WWCC