**Kenneth Andrew Neverly**

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# WORK EXPERIENCE

**Coogee Bay Hotel** **Sydney, Australia**

## Floor Supervisor February – July 2016

* Responsible for leading a team of 10 bar-backs across a large-scale venue comprised of 4 separate bars, a dining area, a concert hall, and the largest beer garden in Sydney.
* Applied scarce resources in a demanding environment to ensure an enjoyable experience for thousands of customers per night.
* Inspired the team to put the customer first by focusing on presentation, cleanliness and friendliness (e.g. created several well-received mandates including wiping down every table after picking up dirty glasses).
* Directed, delegated, and participated in varied duties (i.e. communicating between different bars, stocking immediate and nightly inventory, changing kegs, etc.) across the hotel to ensure well-run bars and provide a streamlined experience for customers.
* Developed a deep understanding and passion for leadership, and the value and power of contributing to a larger team.

## Retail Attendant February 2009 – February 2016

* Part-time employee for 7 years while studying for TAFE and university.
* Learned skills in sales by providing customers with a high level of product knowledge across hundreds of product lines.
* Owned the process and was responsible for receiving and delivering nightly revenue, which often exceed tens of thousands of dollars in cash and electronic sales.
* Onboarded and trained new staff members.
* Developed a great understanding of teamwork and why taking responsibility for ones actions is essential in a difficult regulatory environment.

# EDUCATION

**University of New South Wales Sydney, Australia**

## Bachelor of Science, 2016

* Major in Psychology
* Minor in Criminology

# SKILLS

* Passionate about learning and tackling new challenges.
* HubSpot Inbound Certified and Inbound Sales Certified.
* Passion for traveling, overnight hikes, rugby and leading youth through Scouts (the Australian version of Boyscouts).

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