



RESUME

Duncan McKinnon

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ROLE DESIRED

I'm very interested in a role where I am leading or part of a team that is customer facing.

ATTRIBUTES

- People skills - able to work in or lead a team towards a common strategic objective
- Customer focused – ability to easily build a strong and trusted rapport with clients and patrons
- Honest, reliable, committed and responsible
- Ability to work under pressure
- Passion for problem solving

EMPLOYMENT AND SKILLS SUMMARY

Projects Abroad / UNACAS / Gawad Kalinga / YMCA - Volunteer Cambodia / Philippines - March 2011 to September 2011

In early 2011 an opportunity presented itself where I was offered a 6 month partial sponsorship to go overseas and work with some of Cambodia's poorer communities. I spent 7 months in various orphanages and communities teaching English, performing general maintenance, assisting with design and planting of sustainable farming communities, and construction of housing, water wells and dams.

AMP Financial Services - Marketing and Campaigns - Campaign Manager - March 2008 to March 2011

AMP is one of Australia's leading Financial Services companies with over 6000 employees, 980,000 shareholders and \$12.2 billion in Market Capitalisation.

Key Responsibilities:

- Provided business development opportunities to financial planning businesses at a national level. Supported franchises around Australia with a robust marketing plan tailored to their needs. Developed business-to-business marketing campaigns to support small business and customer operations.
- Developed strategic frameworks to capture, prioritise and align AMP Marketing & Campaigns pipeline initiatives and opportunities to Planner Practices with AMP's overall strategic objectives.
- Managed external and internal stakeholders to ensure achievement of KPIs and timelines kept. Briefing staff on delivery of offers.
- Delivered tactical offers to planners, targeting segmented clients through different mediums of communication resulting in increased customer retention across the client base and new business opportunities.

- Improved the reach, brand and business effectiveness of financial planners through deployment of scalable, templated marketing and individual tweaking for specific businesses.

Macro Wholefoods - Café Operations Manager - August 2007 to February 2008

The Macro Wholefoods Franchise, a chain of 10 stores, provided a wide range of organic products to consumers across Sydney and Melbourne. Having had experience as a Head Barista and Bar Manager in Credo as well as having experience in several multi-store franchises such as Gloria Jeans I was brought in to the company to help develop a Café business model, operational processes and staff manuals resulting in the Macro Cafés operating more effectively, with better trained staff. This was instrumental in turning around large losses into profits. Macro and its network of stores has since been successfully sold to Woolworths for \$30 Million and the Macro Wholefoods brand is now one of Woolworth's most recognised and premium product lines.

Key Responsibilities:

- Integrating standard systems and processes throughout Macro Cafés
- Recruiting and training staff including café managers
- Meeting budgets
- Building rapport quickly to develop strong stakeholder and client relationships
- Implementing new ticketing and pricing systems
- Ordering/Procuring and sourcing of stock
- Managing and developing staff skill sets
- Implementing OH&S standards

Credo Café Restaurant Lounge - Bar Manager - October 2005 to June 2007

Credo Café Restaurant Lounge, one of Sydney's premiere North Shore restaurants is where I first developed my passion for hospitality and customer facing roles. Starting as a dish washer I was able to quickly expand my knowledge to all aspects of running the restaurant / café / bar under the guidance of an extremely experienced team of Chefs, Owners and Managers. I rose through the various roles and was promoted to bar manager a role I truly enjoyed and thrived in.

Key Responsibilities:

- Purchasing full range of restaurant supplies and bar beverages
- Implementing and managing wine and cocktail menu
- Processing incoming and outgoing stock
- Barista and café supervisor
- Co-ordinating and developing staff skill sets

Extra Duties Demonstrated:

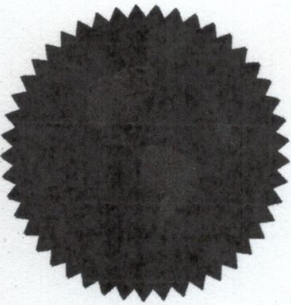
- Managing the restaurant floor as required
- Maitre 'D

FORMAL EDUCATION

- Diploma in Audio Engineering, 2004
- HSC, Sydney Church of England Grammar School (SHORE), 1989

References

Volunteer Work –	Sophan Pheng Current title: Mobile:	Projects Abroad Cambodia General Manager +855 16 552 271
AMP –	Bryan Pannell Current title: Mobile:	AMP Direct Operations Manager 0421 052 736
Credo –	Michael Tregurtha Current Title: Mobile:	Manager/Proprietor Director of Retail Operations for Telstra 0422 816 953



ProjectsAbroad

This is to certify that

Duncan McKinnon

has successfully completed a

➔ Care Placement

at Mek Chheu

in Cambodia

from 26-03-11 to 24-06-11



Peter Slave

DIRECTOR



CERTIFICATE

SAE INTERNATIONAL TECHNOLOGY COLLEGE
THE QUALIFICATION CERTIFIED HEREIN
IS RECOGNIZED
WITHIN THE AUSTRALIAN QUALIFICATIONS FRAMEWORK



DIPLOMA

of Music Industry (Technical Production)
CUS50201

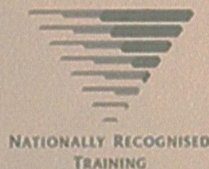
BE IT KNOWN THAT

Duncan McKinnon

HAS ON THE

December 20, 2004

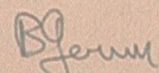
SUCCESSFULLY COMPLETED ALL
EXAMINATIONS SET FORTH BY THE SAE COLLEGE
BOARD OF EDUCATION AND IS HEREWITH
GRANTED THIS CERTIFICATE.




DIRECTOR OF EDUCATION

Registered Provider Code: 0273
CRICOS Provider Code: 00312F

ISSUED IN
Sydney


SENIOR LECTURER

101853

This is Duncan McKinnon Ace Reporter from channel 9 news. Here we are at L.E.P.s interviewing some children about the news thats behind the news.

Lachlan, Do you think Australia should come Republic.

Kate, What is your opinion on the baby food in Western Australia that had been poisoned.

Phillip, Do you think children with Aids should attend school.

Skye, What is your opinion on the Nuclear Power Plants.

Eric, How do you think L.A. riates started.

Lucy, Are you in favor of the peace support.

Greg, Do you think cartoons affect children to gambell.

Rebecca, What do you think about the Brazilian forests.

Daniel, What is your opinion on James scott.

Kingsly, Do you think parents should leave there children in cars while there at shopping centres.

Martiane, What do think should happen to the top end