

Patrick McDonald

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Summary

I am a professional, self-motivated, conscientious and confident organiser, team worker and communicator. Quick to adapt to new challenges and opportunities, my aim is to apply my management expertise, customer service experience and hospitality skills in a more diverse environment.

Key skills

- Strong interpersonal skills at all levels
- Enthusiastic and effective team-worker
- Able to develop committed team-working
- Able to make decisions and solve problems
- Flexible, with an enthusiastic attitude to new concepts and skills
- Numerate and IT literate
- Able to work to deadlines
- Sensitive to the need for confidentiality with the ability to listen

Education and training

2002 - 2004	Certificate in Counselling Skills
University of Brummidge	<i>Modules studied include Counselling at Work, Loss and Bereavement</i>
2004	NVQ Call Handling Operations Manager Level 3
1998 - 2000	(MBA) Masters in Business Administration
University of Wales	<i>Modules studied include: Marketing, Finance, Business Organisation, Operations Management, Business Strategy and Innovation.</i> <i>Elective: Human Resource Management.</i> <i>Dissertation:- "The importance of establishing Customer Relationship Marketing to generate loyalty, customer focus and retention"</i>
2000	RSA IBT Stage 111 Computer Course
1998-1999	RSA IBT Stage 1 and 11

Key achievements

Catering and hospitality	I have many years experience working with 'blue chip' clients including: The Jockey Club, Sony, London Stock Exchange and Oxford University Press.
Corporate hospitality	I worked for 11 years in this sector: briefing and managing contract caterers, organising a directors' dining room and devising/providing cordon bleu menus.
Voluntary sector	For the past three years I have successfully managed and supported a team of 20 volunteers for the Victim Support Service based in Brummidge. I have helped to develop a service which offers someone to talk to in confidence and different types of practical help.

Career history

01/2002 to present	Victim Support (Brummidge) Manager of Victim Support Service	Work involves volunteer recruitment, training and supervision; carrying out performance appraisals and organising team meetings.
11/2000 to 12/2001	Counselling International (Brummidge) Team Leader	Main purpose of this post was to lead a team providing information and support required by callers. The job required high levels of initiative, drive, enthusiasm, integrity and persistence.
3/2000 to 11/ 2000	Corinth plc (Bristol) Telesales Executive	This provided me with invaluable experience of sales: building relationships, providing information, handling difficult situations and closing the sale
1996 to 1998	Pier Bistro (Brighton) Co-owner and chef	Role was to participate in developing and marketing the business, organising work systems, managing staff, planning/cooking meals and looking after customers
1990 to 1995	South Downs Catering (Brighton) Intimate to large scale caterer	This experience developed my skills in managing people and resources, customer service, team working and quality control.
1979 to 1990	Sony (Weybridge) Manager of Directors' Dining Room	Company directors demanded and received the highest level of marketing, management, liaison and PR skills.

Personal details and interests

Driving Licence: full, clean

Interests: food and wine, travel, swimming, yoga, singing, theatre and music

Referees

David Brockett HR Director Counselling International Sycamore House 24 Avenue Road Brummidge BR10 9XS	Mary Hesketh Pier Bistro Brighton BN34 2WS
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