

CAITLYN ELWARD

CONTACT

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ABOUT ME

Dedicated 17 year old HSC student. Hospitality professional with just under 2 years experience. Customer Service Expert with just under 6 years experience. Wildlife conservation volunteering for over 5 years. Proven track record in customer service, team collaboration and educational program delivery.

EDUCATION

NBSC FRESHWATER SENIOR CAMPUS

Higher School Certificate
2024-2025

TARONGA TEACHING INSTITUTE

Certificate II in Animal Care
February-September 2025

SKILLS

- ➔ Communication & Networking
- ➔ Problem-Solving
- ➔ Computer Literacy
- ➔ Cash Handling
- ➔ Project Management
- ➔ Critical Thinking
- ➔ Organizational Skills
- ➔ Customer Service

CERTIFICATION

CONSTRUCTION INDUCTION WHITE CARD

2024-2031 (expiry yr)
NBSC Freshwater Senior Campus

CERTIFICATE III IN LIVE PRODUCTION AND TECHNICAL SERVICES

2024-2025
NBSC Freshwater Senior Campus

WORK EXPERIENCE

CASUAL WORKER

McDonald's Australia (April 2023-present)

Fast paced fast food company located in Warriewood.

Duties included the following:

- Front facing customer service role
- Cleaning, maintenance and upkeep of store equipment
- Food handling (Café, deserts and drinks)
- Managing delivery for a number of third parties

YOUTH VOLUNTEER

Taronga Zoo Sydney (November 2020-present)

Wildlife conservation park located in Mossman.

Duties included the following:

- Front facing customer service role
- Wayfinding, Q&A's, project management
- Maintaining safety/crowd control for entertainment
- Caring for small mammals and invertebrates
- Presenting educational content to young children
- Caring for young children through various programs offered

LANGUAGE

ENGLISH
- FLUENT

AUSTRALIAN SIGN LANGUAGE (ASL)
- INTERMEDIATE