

Aimie O'Neill

Motivated and hands-on professional with 10+ years of experience in hospitality, retail, and general operations.

📍 Perth WA, Australia



MEET ME

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About

Motivated and hands-on professional with 10+ years of experience in hospitality, retail, and general operations. Highly adaptable with a strong background in customer service, team support, and workplace safety. Known for a strong work ethic, a positive attitude under pressure, and a willingness to step into any role to keep daily operations running smoothly.

Talents & Skills

Retail, Hospitality & Bar • Customer Service • Operations & Admin • Housekeeping • Compliance • WA RSA Certificate • First Aid • Team Motivation • Sales Targets

Experience

Store Manager • The British Heart Foundation

2022 - Present

- Met and Exceeded sales targets, KPIs, Management and staff motivation.
- Managed recruitment and training for staff and 40+ Volunteers.
- Researched, listed, packed, and dispatched high-value items for e-commerce platforms.
- Direct stock generation drives, community partnerships to maximize inventory.
- Maintained 100% adherence to health and safety audits.

Housekeeper & PA • Private Family

2022 - 2025

- Managed cleaning, laundry, and organization.
- Personal assistance managed complex travel itineraries, appointments, meetings, work and life admin.
- Admin scheduling and personal shopping and selling of high-end items.
- Maintained high standards of privacy and confidentiality while working with a private residence.

Lead Barista • Costa Coffee

2017 - 2022

- Quality control managed equipment calibration, milk texturing standards and staff training to coffee excellence standards.
 - Led shifts for teams of 10+ managed high footfall store with high volume weekly turnovers.
 - Rapid service successfully managed peak periods of workflow ensuring speed service and customer satisfaction during high pressure windows.
- HACCP & Compliance 100% adherence to food safety and hygiene for high-capacity service areas.

Kitchen/Reception Supervisor • Jump Inc Trampoline Park

2015 - 2017

- Managed daily operations across kitchen, reception and party hosting to ensure a seamless guest experience.
- 100% adherence to food safety and health and safety standards.
- Responsible for ordering stock, deliveries, and daily kitchen preparation.
- Supervised and trained staff in kitchen, reception duties and trampoline safety protocols.
- Responsible for First Aid and the safety of staff and customers.

Bartender/Kitchen Hand • Hillsborough Sports Arena

2013 - 2016

- Provided high speed beverage and food service in a high-pressure sports and events environment.
- Accurate handling of cash and credit transactions within a high-volume setting.
- Managed the setup and execution of various private functions.
- Prepared and served hot and cold food on busy match days.