



# BM

# BRENDAN MOLLOY

## EVENTS AND FACILITIES

## SKILLS

Organization  
Communication  
Research  
Attention to Detail  
Multi-Tasking  
Teamwork  
Time Management  
Presentation  
Numeracy  
Listening  
Flexibility  
Problem-Solving  
Personable  
Stress Management  
Budgeting  
Analytical  
Management  
Planning  
Record Maintenance  
Statistics  
Critical Thinking  
Report Writing  
Requisition  
Scheduling  
Teaching

## EXPERIENCE

### **CUSTOMER EXPERIENCE SPECIALIST • SODEXO • MAR 2018 – PRESENT**

- Act as site ambassador for real estate & facilities to fundamentally enhance the Microsoft experience.
- Deliver 'best in class' Customer Service.
- Conduct daily audits and liaised with service providers (Cleaning, Catering, Reception, Switchboard, Security, Grounds, Porterage, Events, Maintenance, Projects, H&S, Environmental & Finance) to report and resolve issues.
- Maintain regular contact with Facilities Manager, consulted on key decisions and advised on incidents, escalation and complaints.
- Involved in the process for work requests: Planning and co-ordination of all works/services with Service teams and supply chain.

### **CLERICAL OFFICER • MENTAL HEALTH COMMISSION • JAN 2018 – MAR 2018**

- Handled most public-facing responsibilities, including taking calls, answering emails, and any walk-in queries.
- Anticipated office's supply needs and ensured that orders were requisitioned appropriately.
- Maintained high-quality records in a thorough and organized manner.
- Approached work in a careful and methodical manner, displaying accuracy at all times, even when conducting routine and repetitive work.

### **RESEARCHER • TRINITY COLLEGE DUBLIN • OCT 2014 – DEC 2017**

- Secured Funding for a four-year research project.
- Designed a battery of computer-based tasks and questionnaires suitable for the research question.
- Recruited and scheduled participants to take part in experiments at a time that best accommodated them within the constraints of lab availability.
- Ran statistical analysis on the data using SPSS, and Matlab scripts, and presented research at the Psychological Society of Ireland's conference.



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## EDUCATION

**HDIP PSYCHOLOGY • 2014 •**  
**TRINITY COLLEGE DUBLIN**

**BA MATHEMATICS • 2012 •**  
**UNIVERSITY COLLEGE DUBLIN**

**LAB DEMONSTRATOR • UNIVERSITY COLLEGE DUBLIN • SEP 2015 – APR 2016**

- Prepared lessons and practical demonstrations on Psychology-related topics.
- Presented lessons to classes of 10 undergraduate students on a weekly basis.
- Corrected students' lab reports and provided feedback to improve their writing abilities.
- Engaged with course coordinator and provided feedback on ways to facilitate future demonstrators.

## VOLUNTEER EXPERIENCE

**EVENTS CO-ORDINATOR • PAIZO • OCT 2015 – PRESENT**

- Manage a rotating team of twelve volunteers to run a successful and regular gaming event that sees a typical attendance of 20 people, with more at larger gaming conventions.
- Handle all financial, logistical, and public relation matters.
- Migrated our events to a more appropriate venue that is better tailored to the needs of our community.
- Built up excellent professional relations with various gaming suppliers, venues, and affiliate gaming societies.

**PEER SUPPORTER • STUDENT2STUDENT • SEP 2013 – MAY 2014**

- Received training in listening and communication skills, with an emphasis on support.
- Met with other students in Trinity College Dublin who had contacted the service in need of mental health support or assistance.
- Provided a friendly ear to students' problems.
- Provided information to other supports available for students with particular difficulties, or rather, those that would benefit from more experienced, or professional help.



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