

Bronagh Moynihan

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Work Experience

Information Developer - Intermediate

Mar 2019 – Present Technically Write IT, Carrigaline, Cork

- Working with subject matter experts to create high quality educational content
- Creating and updating single source documentation to strict deadlines, in accordance with required client styles and standards and guidelines
- Peer-editing documentation for other team members
- Contributing to internal projects including documentation processes and the development of formal training material

Technical Writer

Jan 2016 – Mar 2019 Scannell Solutions Ltd., NSC, Mahon, Cork

- Developed environmental, health and safety (EHS) content based on the latest in-country legislation
- Reviewed complex legal publications for EHS updates, identifying key parts of the legislation and generating concise summaries of the content for jurisdictions within the EU, the US and Asia
- Consulted with the sales team to identify key areas of expansion

English teacher

Aug 2013 – Aug 2015 Seadragon Edu, Shenzhen & Growing Tree Edu, Suzhou, PRC

- Created interactive and engaging lessons using MS PowerPoint
- Aided third Level students (18-22) of zoology and natural sciences in the structure and composition of scientific papers

Intercall management (various roles)

Sept 2010 – Jul 2013 Varko Ltd. t/a Intercall Management, Douglas, Cork

Process Manager (2 years)

- Promotion to Process Manager for Intercall's flagship client Vodafone Business Sales
- Under my management, achieved and maintained KPIs over four quarters and was subsequently granted gold partnership from Vodafone
- Reviewed methods of selling and streamlined client administration
- Analysed data sets to create high-level reports which were easily interpreted by directors and clients
- Worked closely with the IT Director and partners in Vodafone to develop custom data-capturing tools to better understand our customer base

Account Manager (7 months)

- Promotion to main account manager for the on-boarding of all new clients and projects
- Provided onsite training and consultation with a diverse range of clients
- Supervised workflow, including managing a pool of 80+ staff, assigning personnel and resources based on project schedules and challenging deadlines
- Advised the marketing department on the development of brochures, proposals, contracts and tenders and proofread all final copies

Team Leader (5 months)

- Lead a team of eight senior agents on Vodafone Residential Churn Prevention campaign
- Maintained sales conversions rates of 65% on all outbound calls
- Carried out performance management for a team of 8 and executed 1-to-1s weekly

Google Enterprise Support

Jan – Sept 2010 Voxpro Communications, Riverview Business Park, Blackrock, Cork

- Provided email support for technical queries for Google apps customers

PA to sight impaired PhD candidate in the Law Department UCC

Sept 2004 – Dec 2008 The Irish Wheelchair Association, Blackrock, Cork

Research Assistant

Jul –Dec 2007 Malaria Consortium, Kampala, Uganda, East Africa

- Carried out questionnaire composition and data entry on a project to oversee the effects of a new anti-malarial drug *Coartem* in rural northern Uganda

Education

2011-2012 **Global Language Training TEFL Course 150 hours**

Passed

August 2008 **FETAC Level 5 course in Supervisory Management**

Passed with Merit

2004-2008 **B.Sc. Public Health & Epidemiology, University College Cork**

Second Class Honours

Dissertation *"The Association between Low Exposure to Radiation and Breast Cancer in Women"*

Core subjects Epidemiology and Biostatistics, Quantitative and Qualitative Research, Microbiology, Biochemistry, Health Promotion, Public Health Advocacy,

Skills

Languages: Fluent Irish, conversational German, Chinese HSK level 1

IT: All Microsoft packages, Adobe Framemaker, Oxygen, Arbortext
Google Apps, SPSS and Epidata,