

# EIMEAR CUNNINGHAM

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## OVERVIEW

Business Graduate from one of Irelands leading Universities who is eager to start a career in Human Resources. A determined and enthusiastic professional who has already gained significant experience in different business sectors, including HR.

## EDUCATION

- **National University of Ireland, Galway**  
*Bachelor of Commerce: 2015 – 2018, Final Grade – 2:1*      **Specialization:** Human Resource Management
- **Scoil Mhuire, Trim:**  
*Leaving Certificate: 2009-2015 – 490 points*      *(Equivalent to A Levels – Grades: 2 A's, 3 B's, 2 C's)*

## EXPERIENCE

Jan' 20 – Present	<b>Nutmeg Saving &amp; Investment Ltd</b> <i>Customer Support Representative</i>	In this roll my duties include: <ul style="list-style-type: none"><li>- Being the first point of contact for both existing and prospect customers</li><li>- Supporting customers through their financial journey by providing support and knowledge on products offered</li><li>- Responding to high volumes of emails and live contact during busy tax year end period without compromising the quality of customer support</li><li>- Handling complaints efficiently within a given timeframe</li><li>- Becoming a promotion specialist within first 2 months of employment</li></ul>
Sept' 19 – Nov'19	<b>Zurich Life Assurance PLC</b> <i>Group Corporate Pensions Administrator</i>	In this roll my duties include: <ul style="list-style-type: none"><li>- Providing exceptional customer service explaining pension plan provisions</li><li>- Successfully building strong relationships with corporate clients. This involves meeting clients face to face on a regular basis</li><li>- Administering monthly, lump sum and non-qualified plan payments for several large schemes</li></ul>
Nov' 18 – Sept'19	<b>Eason &amp; Son, Navan</b> <i>Sales Assistant</i>	In this role my duties included: <ul style="list-style-type: none"><li>- Assisting customers with purchases &amp; providing advice</li><li>- Processing cash and card transactions</li><li>- Balancing tills against receipts</li><li>- Assisting in the management of stock levels</li><li>- Answering phones and assisting with customer queries &amp; complaints</li></ul>
June 2016- Nov' 2018	<b>Harry's of Kinnegad</b> <i>HR Administration</i>	Having been promoted from reception supervisor, I assisted management in general HR activities. Duties included: <ul style="list-style-type: none"><li>- Inputting new employee data onto payroll system &amp; updating information accordingly</li><li>- Successfully implementing a system for all new employees to ensure seamless onboarding</li><li>- Issuing contracts to new employees, and managing all staff contracts</li></ul>

## REFERENCES ON REQUEST