### CURRICULUM VITAE

**Ger Hanlon**

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I am an enthusiastic and motivated professional, who aims to maintain a high performance in all aspects of my work. Strong leadership, excellent communication and attention to detail are some of the strengths that make me a successful manager. I am an initiative individual and seek to continuously improve procedures and make efficiencies.

## Education

##### Third Level Qualification

2019: Higher Diploma in Science- Data Analytics

Galway-Mayo Institute of Technology

Currently studying- to be complete by December 2019

2011: BSc (Hons) in Technology Management

Institute of Technology Tallaght

Second Class Honours, Grade 2 (2.2)

2006: IMI Certificate in Supervisory Management

Institute of Technology Tallaght

1997: Certificate in Business Studies and Information Technology

Rathmines Senior College

## Work Experience

#### Meridian Global Services Limited 1997 to present

#### Dublin 24

I have 20 years experience in the financial services industry. I have held numerous roles throughout my career and have concentrated in customer facing management roles over the last 10 years. Since 2012 I have held the role of EU Audit Manager.

**EU Audit Manager 2012 to present**

I currently manage the EU audit function, a team spread across three locations in Europe (c. 50 FTE). The team consists of the onsite auditors, together with processing and administrative staff. The main objective of the team is to complete end-to-end tax reimbursements for our major clients, including onsite audits, processing claims, dealing with tax authorities and ensuring prompt reimbursement and customer satisfaction.

My main duties include:

* Ensuring client satisfaction and retention
* Developing and overseeing a productive and motivated team
* Liaising with clients and national tax authorities when issues arise and ensuring prompt and efficient resolution
* Planning and scheduling all aspects of the team’s work
* Prioritising audits, ensuring all relevant deadlines are met
* Preparing regular high-quality management information and presenting this information to senior management
* Full range of staff management tasks including hiring, termination, training, performance management and personal development

**Referees available upon request**