

Hello.

I'm Amber Mulholland.

Contact Me

07562 726 841

www.ambermulholland.com

amberbmulholland@gmail.com

Skills

Microsoft Office Suite

HTML | CSS | SQL

Ruby on Rails | Bootstrap

Education

Full Stack Web Development

CareerFoundry | May 2015 - November 2015

MA English Literature

Creighton University | August 2006 - May 2008

BA English Literature

Hastings College | August 2002 - May 2006

Graduated *summa cum laude*

Work Experience

Administrative Assistant | Goldsmiths, University of London

SEPTEMBER 2016 - PRESENT

- Provided an efficient, helpful and courteous service in dealing with all requests from staff, students and members of the public, including serving at a public reception desk.
- Implemented new system for maintaining student records across programmes with greater accuracy, efficiency and accessibility, transitioning from Word documents to linked databases.
- Assisted with the preparation and distribution of course information and handbooks.
- Oversaw room and key bookings for staff and students, ensuring that conflicts were avoided and contacting students as needed regarding late or missing keys.
- Maintained accurate and easily retrievable departmental, student and staff annual leave records.

Clerical Officer | Queen's University Belfast

AUGUST 2013 - AUGUST 2016

- Supported PhD and doctoral students in their journey from the point of recruitment. This included public and internal advertisement of studentships, planning and hosting of recruitment events from the undergraduate student body, arranging interviews, shortlisting and student selection. After student admission, I planned student induction days, maintained student databases and timelines, communicated with students regarding key student milestones such as annual reviews and vivas and recorded the outcome of these milestones on the University system.
- Worked alongside E-Learning Developer to oversee the Digital Innovation Team's transition of School webpages from static to responsive webpages mirroring key School outreach targets and themes.
- Crafted bi-annual research newsletter for digital and print distribution within and external to the University and spearheaded a research-specific, weekly digitally distributed update for internal use.
- Planned and administered school and public events, to include speaker recruitment, internal and external publicity, budgeting and finance, room and technical equipment acquisition, speaker travel

arrangements, serving as attendee liaison and troubleshooting at the events.

- Serviced five quarterly school committees, a Staff Student Consultative Committee and monthly School Research Ethics Committee meetings, to include agenda preparation, drafting minutes and distributing relevant paperwork.
- Provided diary management and booked travel and accommodation for senior members of staff.
- Monitored staff research applications and awards, maintaining accurate databases and providing reports for University REF, finance and research meetings.

Library Assistant | Libraries NI

FEBRUARY 2013 - JULY 2013

- Provided customer service and reference assistance at a public-facing circulation desk.
- Maintained library databases and created monthly circulation, finance and maintenance reports.
- Working with library and community partners, created, scheduled and delivered programming for diverse demographic groups, such as Storytimes, book clubs and community-led events.
- Designed and implemented library displays to increase item circulation and feed into library events.
- Examined library premises and liaised with maintenance workers to ensure optimal function of library facilities.

Senior Clerk | Omaha Public Libraries

AUGUST 2011 - JANUARY 2013

- Recruited, shortlisted, interviewed and selected new members of clerical and library aide staff.
- Created printed training materials and conducted induction and training for incoming staff.
- Supervised library staff, including day to day oversight, scheduling, payroll timekeeping and annual leave as well as a daily desk schedule and conducting bi-annual performance reviews.
- Implemented new workflow strategies to ensure maximum staff efficiency and productivity.
- Maintained database of branch stationery and operational item supply levels, ordering supplies as needed while keeping within branch budget constraints.
- Coordinated community and library events within the library branch, including timetabling, creation of promotional materials and overseeing on the day.

Clerk II/Technical Services | Omaha Public Libraries

JUNE 2008 - JULY 2011

- Served as secondary supervisor for library aides in the absence of senior clerical staff.
- Provided library patrons with friendly, professional customer service and assistance with library computer systems and catalogues.
- Created library item records and corresponding labelling utilising MARC system and library-specific software and formatting.
- Maintained printers, copiers and other office equipment and trained and assisted library patrons with these machines.

Court Reporter | Courthouse News Service

MAY 2008 - MAY 2011

- Scrutinised daily docket report to identify and obtain court cases relevant to the client.
- Composed summaries of relevant court documents in an engaging and factual manner.
- Entered case information into a CNS database for inclusion in national distribution list.

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Flat 102 Gladstone House | 31 Dowells Street | London SE10 9FD

Library Aide | Omaha Public Libraries

OCTOBER 2007 - MAY 2008

- Repaired damaged books and audiovisual content.
- Accurately and swiftly processed, sorted and shelved a high volume of library materials.
- Assisted at a busy circulation desk, answering patron queries, complaints and completing general transactions.

Publications & Certifications

- Nebraska Public Librarian Certification, 2011
- Haschenburger, Amber and Bridget Keegan. "Questioning Canonicity." The Eighteenth-Century Literature Handbook. Ed. Gary Day. Continuum Press, 2009. 155-168. Print.