

AMBER MULHOLLAND

07562726841 📞 amberbmulholland@gmail.com

EDUCATION

M.A. English Literature - Creighton University (2008)

B.A. English Literature - Hastings College (2006)

Graduated *summa cum laude*

KNOWLEDGE AND SKILLS

- Extensive customer service dexterity and experience
- Practical knowledge of recruitment, training and supervision of varied levels of staff
- Highly skilled in the Microsoft Office suite and open source and cloud equivalents
- Background in navigating demanding, fast-paced workplaces with an emphasis on the immediacy of quality solutions

EXPERIENCE

Clerical Officer (August 2013-Present)

Queen's University Belfast, Belfast

- Committee servicing and diary management for senior members of staff
- Creates documents in accordance with University templates and formatting
- Coordinates School events including creation and distribution of publicity materials, facilities procurement and registration of attendees
- Facilitates postgraduate student careers from recruitment to degree completion
- Maintains precise records in physical filing systems, QGIS software and Excel databases

Library Assistant (February 2013-July 2013)

Libraries NI, Belfast

- Provides customer service and reference assistance at the circulation desk
- Maintains library databases, monthly reports and financial records
- Creates, schedules and hosts community programming for diverse demographics
- Liaises with maintenance workers to ensure optimal functioning of library facilities

Senior Clerk (August 2011-January 2013)

Omaha Public Library, Omaha

- Recruits, trains and evaluates library staff
- Maintains branch stationery and operational item supply levels
- Supervises and strategises work flow within branch
- Verifies timekeeping, creates monthly schedules and organises annual leave
- Provides customer service and resolution of customer complaints
- Coordinates promotion of community and library events within the library branch

Clerk II/Technical Services (June 2008-August 2011)

Omaha Public Library, Omaha

- Serves as secondary supervisor for library aides
- Provides customer service at the circulation desk
- Maintains printers, copiers and other office equipment
- Creates library item records and corresponding labeling
- Assists patrons with library computer systems and catalogs

Substitute Court Reporter (May 2008-May 2011)

Courthouse News Service, Omaha

- Scrutinises daily docket report to identify and obtain relevant court cases to subscribers
- Summarises complaint files in an engaging and factual manner
- Utilising CNS formatting, inputs case information into database for addition to national distribution list

Library Aide (October 2007-May 2008)

Omaha Public Library, Omaha

- Repairs damaged books and audiovisual content
- Processes, sorts and shelves library materials
- Assists at circulation desk as needed

CERTIFICATIONS AND PUBLICATIONS

- CPR and first aid certified, October 2011
- 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.

REFERENCES

References available on request.