

## Career Experience

### **Bar Lead, Paolo Pinkel. Berlin, Germany**

**June 2024 – Present.**

- Promoted to lead bartender within one month of working.
- Adapted to the establishment's unique drink recipes and preparation techniques.
- Efficiently managed inventory levels, minimized waste, and reordered supplies.
- Participated in training sessions to enhance knowledge of mixology, cocktail trends, and responsible alcohol service.
- Handled difficult or challenging customers with professionalism and patience.
- Proficiency in using POS systems for order entry and payment processing.
- Ability to suggest additional items or promotions to increase sales.
- Made and served drinks in high pressure environments within a timely manner.

### **Sales Ambassador, Direct Result. Berlin, Germany**

**March 2024 – June 2024.**

- Conducted door-to-door sales visits to raise awareness and secure donations.
- Gathered a total of 900 euro in donations for the company within three months.
- Developed persuasive sales pitches tailored to diverse audiences to maximize engagement and support.
- Provided continuous support and guidance to team members, fostering a collaborative and high-performing sales environment.
- Followed up with donors to provide updates on the impact of their contributions and maintain donor engagement.
- Consistently surpassed daily, weekly, and monthly fundraising goals, significantly contributing to campaign success.

### **Bartending, Bohnengold. Berlin, Germany**

**February 2024 – December 2024.**

- Worked in a fast paced environment.
- Improved German skills.
- Took inventory and changed kegs when needed.
- Built up customer relationships and suggested various drinks to customers depending on preferences.

### **Receptionist, Castle Durrow. Laois, Ireland**

**May 2023 - November 2023.**

- Worked with our CRM system for online bookings; bedrooms and restaurant tables, updating the website daily to ensure accurate information.
- Maintained compliance with regulations by ensuring GDPR on credit card bookings.
- In charge of managing bookings in our online system, adding people, charging, special requests and cleaning rotas.
- Booking guests into rooms, sending out confirmation emails and scheduling on the reception platform.

### **Catering, Cater waiter Company. Dublin, Ireland**

**January 2023 – May 2023.**

- Worked multiple high-end corporate events around Dublin.
- Ability to adapt seamlessly to varying atmospheres and client expectations.
- Managed VIP and high-net-worth guests with discretion and finesse, catering to their unique preferences and requests.
- Possessed an extensive knowledge of gourmet menus and wine pairings.

### **Barista, Castle Durrow. Laois, Ireland**

**May 2020 – September 2020.**

- Partnered in the successful launch and opening of the CD Café, demonstrating strong organizational and leadership skills.
- Helped develop and implement standard operating procedures (SOPs) for the cafe, covering everything from equipment usage to customer service protocols.
- Helped with menu development, incorporating a diverse range of coffee options, including specialty blends and seasonal offerings.

## **Waitress, Castle Durrow. Laois, Ireland**

**Feb 2017 – November 2021.**

- Utilized upselling techniques to increase sales revenue, making personalized recommendations to guests based on their preferences and menu offerings.
- Room service; Breakfast, Lunch & Dinner service; Weddings & Special events.
- Lead team as senior waitress.
- Oversaw preparation of venue for upcoming events.
- Delegated responsibilities for each individual shift.
- Trained new staff in cash handling and POS systems.

## **Education**

### **University College Dublin, Dublin, Ireland,**

**September 2020 – May 2024.**

***BA Social Policy and Sociology. Work, Organisation and People pathway (2.1)***

**Final Year Data and Analysis Project:** A Human Rights Approach to Workplace Gender Equality in Ireland: An Analysis of the Legal and Policy Framework for Protecting Women's Rights and Promoting Gender Equality in the Workplace.

### **Core Modules**

- Essentials of Entrepreneurship.
- Developing Future Leaders.
- Introduction to Work and Organisational Psychology.
- Introduction to Psychology.
- Quantitative Research Methods.
- Qualitative Research Methods.
- People at Work.
- European IR and HRM.
- Understanding Social Problems and Policies.
- Gender Inequality and Social Policy.
- Child Abuse Sexual and Domestic.
- Sociology of Lying and Deception.
- Sociology of Education.
- Introduction to Computational Social Science.
- Global Social Policy.
- Sociology of Ethics and Care.
- Work and the Welfare State.
- Sociological Analysis

### **Key Skills**

- Great MS Office skills.
- Microsoft access, Excel, PowerPoint, Outlooks, Teams.
- Great with Gephi and SPSS software.
- Business planning and strategy.
- Marketing and sales skills.
- Innovation and creativity.
- Employee motivation and satisfaction.
- Critical thinking.
- Computational and algorithmic thinking.
- Project Management.
- POS systems.
- Attention to detail.
- Adaptability
- Customer service.
- Event coordination
- Organizational abilities.
- Persuasion and Negotiation.
- Sales and Marketing knowledge.
- Interpersonal Skills.

## **Interests**

In my leisure time, I engage in YouTube automation and the creation of diverse media content. I utilize systems such as DaVinci Resolve for video editing and employ advanced online tools to generate AI simulations that enhance video production. Staying active is important to me, and I participate in fencing several times a month.

I have a strong passion for art and fashion, enjoying activities such as sculpting clay models and upcycling vintage clothing to give them new life. Additionally, I am an avid chess player, often attending chess events to refine my skills and connect with like-minded individuals.

My interests extend to making a positive impact, as I am deeply committed to sustainability and social equity. I take pride in having a "green thumb," advocating for feminist values, and championing initiatives that support the greater good. In secondary school, I represented my region in hockey at a national level, and I now spend my free time traveling the globe, seeking inspiration, and discovering new hobbies.

## Projects

**Castle Durrow** – During the lockdown period, I initiated a takeaway coffee shop in an unused space within the hotel. Over several months, I expanded this small business into a food and beverage takeaway service, offering homemade paninis, desserts, and a variety of hot and cold beverages.

**YouTube Automation** – I am currently developing multiple YouTube channels, leveraging this project as an opportunity to deepen my technical expertise and broaden my understanding of digital platforms.