

## Education & Training

2023	CMIT	Training Needs Identification and Design
2021	Dorset College	L8 Hons Degree International Business
	➤	Personal and Professional Development
	➤	Business Research Methodology
	➤	Corporate Governance and Ethics
	➤	International HRM
	➤	International Marketing
	➤	E-Business
	➤	Doing Business in Global Markets
	➤	Project Management
	➤	Strategic Management
	➤	Global Sales Management
2020	Griffith college	L7 Pharmaceutical Business Operations
	➤	Clinical Research Coordination
	➤	Control and Real-Time Analytics
	➤	Management and Organisational Behaviour
	➤	Operational Excellence
	➤	Operations Management
	➤	Pharmaceutical Manufacturing
	➤	Regulatory Affairs and Validation
2016	Donegal ETB	Office skills level 4: Book-keeping
2013	LYIT	Higher Cert in Pharmacy Technician
2009	HSE	HACCP food hygiene and safety
2009	Macs Security	Guarding Cert/PSA
2008	FAS /Michael Carr	Small Business Accounts
2006	Donegal Co Enterprise board	Business Start
2007	FAS	FETAC Level 3: communications, Planning, quality Awareness and teamwork.

2001	Letterkenny Resource centre:	ECDL
2006	FAS	Manual Handling
2011	Red Cross	First Aid
2006	FAS	Health and Safety in the Workplace.
1997	Dept. of Education	Cert: Hotel, Catering and Tourism.

## Career Summary

Jan 22- Present	Code Institute	Senior Admissions Exec
April 18- Dec 2021	Inish Pharmacy	Pharmacy Technician
Jan 17- Jan 2018	Hidden Hearing	Audiological assistant
Apr 16- Jan 2017	Boots Letterkenny	Dispensing assistant
Aug 15 – Apr 16	Hidden Hearing	Temp work
Aug 14 – July 15	Lloyds pharmacy Derry	Dispensing assistant.
Aug 13 – Mar 14	Tasty's takeaway	Supervisor and cook.
Oct 09 – Aug 13	MaryAnn's Cafe	Supervisor and Cook
Jun 09 – Sept 09	AFC Group	Retail Security
Oct 08– Aug 09	GF Print	Advertising Manager
Sept 06 – Oct 09	Naíscoil Cois Feabhail	Childcare Assistant

## Work History

Present  
Code institute

### Senior Admissions Executive

- Application Management: Receive, review, and process student applications for enrolment into Code Institute programs. Ensure that all required documents and information are accurately recorded and maintained.
- Student Consultation: Communicate with prospective students, providing information about Code Institute programs, admission requirements, application procedures, and available support services. Address any queries or concerns raised by students and guide them through the application process.
- Application Evaluation: Assess student applications based on predefined criteria, such as academic qualifications, work experience, and eligibility for specific programs. Evaluate applicant suitability and make admissions decisions based on established guidelines.

- **Enrolment Support:** Assist accepted students with the enrolment process, including providing instructions for payment of tuition fees, guiding them through necessary paperwork, and ensuring completion of all enrolment requirements.
- **Relationship Management:** Maintain positive and professional relationships with prospective and admitted students and partner colleges and funding providers. Provide ongoing support and information during the admissions cycle to ensure a positive student experience and promote student satisfaction.
- **Data Management:** Accurately maintain student data and admissions records in the institution's database or student information system. Generate reports and compile statistics related to admissions as required.
- **Collaboration:** Collaborate with other departments, such as marketing, academic services, and student support, to ensure seamless coordination and effective communication throughout the admissions process.
- **Compliance:** Ensure compliance with relevant regulations, such as data protection laws and educational standards, in handling student information and maintaining confidentiality.
- **Team cohesion:** Ensuring unity of work and communications from all administrative staff. Monitoring and delegating work as required. Identifying training need and implementing training.

April 18 – Dec 2021

### **Inish Pharmacy**

#### **Senior Pharmacy Technician**

In my role as a Pharmacy Technician, I primarily focused on administrative responsibilities, emphasizing the critical importance of attention to detail. I facilitated clear and concise communication among customers, staff, and healthcare professionals, including doctors and clinicians. Accurate interpretation of prescriptions was essential, as was the meticulous entry of data. I managed various organizational tasks, including ordering supplies and monitoring new legislation to ensure compliance and proper dissemination of information to staff. I also addressed queries and maintained a balanced stock while sourcing cost-effective solutions to minimize expenses. As the senior technician, I was responsible for training work placement students, fostering a collaborative team environment where each member played a vital role in the communication cycle. This version maintains the key details of your responsibilities while enhancing professionalism and clarity.

Jan 17- Jan 18

### **Hidden hearing**

**Audiological assistant/ secretary.** As an Audiological Assistant at Hidden Hearing, I was responsible for managing a wide range of administrative tasks to ensure the

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smooth operation of the clinic. My duties included scheduling appointments, warmly greeting and registering clients upon their arrival, and preparing patient files for their visits. I utilized various software programs, such as diary management systems, Navision for patient records, and Esendex for communication, to streamline operations and maintain accurate data. On a daily basis, I operated the franking machine for outgoing mail, corresponded with patients and colleagues via email, and utilized Microsoft Word for creating and updating documents related to patient care and administrative procedures. My attention to detail and organizational skills were crucial in maintaining an efficient and well-organized clinic environment.

April 2016- Jan 2017

**Boots main St Letterkenny. / Pharmacy technician**

During my time as a pharmacy technician at Boots, I assisted pharmacists in ensuring the efficient operation of the pharmacy. My responsibilities encompassed addressing customer inquiries, managing doctor and prescription queries, handling order issues, processing exemptions, and conducting end-of-month tasks, including blood pressure checks and facilitating flu vaccinations. I also took the initiative to identify and implement strategies for improving the dispensing process. Additionally, as the store's digital champion, I ensured that all staff members were proficient in using iPads for in-store orders.

Aug 2014 –July 2015

**Lloyds Pharmacy** Ebrington Tce, Derry.

Maternity cover

**Dispensing assistant** (pharmacy technician) in a very busy city chemist.

Duties include gathering, printing up label, trays, extemp, program patients, deliveries, etc

October 2008 - August 2009

**GF Print**

Letterkenny, co Donegal

**Advertising manager**

My duties included calling businesses and tradesmen to gain them as clients.

Going out on the road to sign these clients. Creating a good report with the new clients and informing them of all the other services we provide. Recruit other agents, manage and help them progress. Organize printing, and items to be sent to designers. Systematize the flow of inbound and outbound printing etc. Monitor the website for errors or work to be done. My job involved communication via telephone, face to face, and by email.

September 2006 to October 2008

**Naiscoil Cois Feabhail**

Greencastle, co Donegal

**Childcare assistant**

This is probably the most important place for organization skills,  
If things aren't orchestrated to precise formula kids will go bananas!

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## References

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