

Patrick Coffey

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Career Goal

Recent UCC Commerce graduate majoring in Business Consultancy seeking a graduate role in finance. My internships at PwC Government and Health Consulting and Risk Assurance have equipped me with the necessary skills in data analysis and financial reporting, complementing my academic foundation in Commerce and Business Studies.

Education

3rd Level

2020 – 2024: Bachelor's degree in Commerce, University College Cork

Core Subjects: Law, Accounting, Economics, Information Systems, Marketing, Management.

Grade: Second Class Honours, Grade 1.

Class Projects

Group Project in Business Consulting Capstone: Conducted a group capstone project featuring an analysis of L'Oréal's market and financial positioning, offering recommendations designed to boost revenue by 20%, using financial models I personally developed on Excel using data garnered from L'Oréal's balance sheet, cashflow statement, and income statement.

2019 – 2020: Level 5 degree in Business, Cork College of Commerce

Core Subjects: Accounting, Business Administration, Communication, Economics, German, Marketing, Spreadsheets, Statistics.

Grade: First Class Honours

Work Experience

September 2023 to Present – University College Cork, Cork City, Staff IT Helpdesk

- Providing a high level of customer service troubleshooting IT problems for staff promptly and professionally
- Meeting customer engagement KPIs
- Assisting in managing user access to applications requiring a UCC domain login such as UCC's financial management system "Agresso" and the Microsoft Suite using Excel trackers
- Liaising with senior teams to solve complex incidents by escalating tickets beyond the remit of the helpdesk
- Demonstrated initiative by figuring out issues relating to receiving emails from external users to UCC ticketing software and implementing a workaround

March 2023 to September 2023 – PwC, Cork City, Government and Health Consulting, Placement

- **First Engagement, HSE PMO Account:** Internal firm engagement dedicated to tracking finances related to all HSE engagements for future management decision making
- Consistently met deadlines for creating and analysing monthly financial statements and assisting with end of month financial processes on Excel
- **Second Engagement, Health Performance Visualisation Platform (HPVP):** Client facing role involving a vendor, tracking HSE employees who had access to SystemView
- Responsible management of the SharePoint Database of User Access forms, creating analytics dashboards on Excel, liaising with the client to improve the User Access form information system and meeting required KPIs
- Integrating an automated Microsoft Azure Dev Ops tracker to the engagement
- Complying with and learning about GDPR regulations

June 2022 to July 2022 – PwC, Cork City, IT Risk Assurance, Summer Internship

- **Engagement, University of Limerick, IT and Cyber Security General Controls Audit:** Client facing role as part of a team on the planning phase of the IT Audit of University Limerick
- Displayed attention to detail by researching IT environment and cybersecurity risks filling out EGAs using documentation from the organisation and checking for material misstatements
- Taking notes in client walkthroughs, creating questionnaires, requesting documents and minutes professionally
- Complying with and learning about IFRS and GAAP regulations to ensure client compliance

Skills

- **Audit and Assurance Training:** Prior to my summer internship in PwC Risk Assurance, I was given a week of Audit training from PwC which utilised the Audit software “Aura”.
- **Customer Service:** I have extensive experience in customer service roles from 2019 to 2022 in a retail setting including Gentleman’s Quarters Cork City, and Timberland Cork City where I was trusted as a key holder and with the end of day cash up.
- **Productivity Software:** Extensive experience using the G Suite as well as Microsoft Excel, PowerPoint, PowerBI, Outlook, Teams, DevOps, and Adobe Acrobat Pro.

Interests and Achievements

Positive Feedback – Received positive HSE client feedback from the HPVP engagement, and several pieces of positive formal feedback via Workday and Snapshot from PwC.

E Learning Certificates – I have earned nine “Kubicle” certificates in data literacy and Excel skills.

Corporate Social Responsibility – Volunteered in the Aisling Project at the Ballymun East Child and Youth Centre where I helped to paint the Youth Centre with my colleagues.

UCC Societies and Clubs – Member of UCC Commerce Society and UCC Powerlifting Club. I was also a UCC QQI Ambassador and successfully lobbied UCC to add a QQI help page to the student Canvas dashboard.