

SARAH BRENNAN

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PROFESSIONAL SUMMARY

Psychology graduate with background in a wide range of environments including administration and mental health. Appraised for demonstrating self-motivation, strong work ethic and competency when working in highly pressurised and professional environments. Skilled in handling and organising confidential information and using various software. I am continuously striving to learn and grow with a positive outlook. Currently pending a role as a Crisis Volunteer with 50808, I am a member of the Psychological Society of Ireland and I am employed as the receptionist for the Google EMEA Headquarters.

EDUCATION

National College of Ireland, 2013-2016

Bachelor of Arts (Honours), Psychology

Grade: 2.1 Honours

Completed independent research thesis and received honours grade.

WORK HISTORY

Receptionist, 04/10/2021 - Present

Working for CBRE on assignment at Google Ireland, EMEA HQ

- Creating and maintaining strong client relationships with contractors, vendors and employees ranging from new hires to VP's and Directors.
- Working on reception development utilising innovative concepts.
- Answering emails and phones.
- Creating and managing building access badges.
- Open communication between multiple teams.
- Responsible for the reception area's 5 star service, environment and cleanliness.
- I have received strong feedback from the client for my positivity and resourcefulness, some in written form which can be provided if necessary.
- Managing a high traffic area while creating a calm, positive and professional atmosphere.
- Balancing a large admin workload and front of house experience while being self-aware and holding a high standard of customer experience at all times.

Project Point of Contact and Furniture Mover, 20/06/21 01/10/2021

Winroy Ltd, Dublin

- I am a point of contact for staff concerning organising the workload and resolving issues for particular projects.
- I am the point of communication between staff present on a project site and office staff.
- I maintain a detailed hard and soft record of movement on items being relocated during projects alongside working from shared Excel worksheets.
- I ensure all staff on site are prepared and fully informed of the project details.
- I maintain high standards of work and self-presentation.

Home Carer, 07/2020 - 02/2021

Personal Home, Dublin

- Communicated with a multidisciplinary team to provide the best level of care for the individual.
- Completed own research to provide highest level of care.
- Monitored and recorded behavioural and emotional symptoms, particularly as the individual's cognition deteriorated and became non-verbal.
- Prearranged schedule and assured the individual never missed appointments.

VOLUNTEERING

TEXT 50808, Completed training, currently waiting for schedule

Crisis Volunteer

- Supporting texters with their concerns, goals and steps to take
- Completing risk assessments.
- Providing immediate help to texters who are considered to be high risk.

Finglas Suicide Network, 10/2018 – 05/2019

Volunteer Receptionist

- Communicated and linked in with external services and supports.
- Completed research and bookkeeping.
- Scheduled appointments via phone call and email.
- Communicated between counsellors, clients, staff and management.
- Maintained detailed log of all visitors/clients and all phone calls.
- Maintained a record of expenses and costs.
- Answered phone calls in a professional manner, providing in-depth knowledge of the service and alternative local services if required.
- Set up and shut down of the service each day.

St. Michael's House, 03/2017 – 01/2018

Volunteer, Reeling in the Years Group

- Explored the effect of dementia on individuals with intellectual disabilities.
- Created observational reports for the Clinical Psychologist.
- Delivered appropriate support through excellent communication and planning.
- Organised daily schedules.
- Completed daily reports and organised paperwork.

Early Learning Initiative, 11/2015

Assessor

- Assessed the mathematical skills and concepts of a child participant in their school, using a variety of tools.
- Recorded the participant's results and created a report, used towards the National Annual Statistics research.

SKILLS

- Compassionate communication
- Behaviour pattern recognition
- Proven ability to cope and work under pressure
- Working in a busy and unpredictable environment
- Communicating within and between teams efficiently
- Maintaining a positive attitude in all situations
- Managing my self-care
- Excellent organisational skills
- Excellent time management and prioritising skills
- Document and confidential information management
- Software – Google Doc, Google Sheets, Microsoft Word, Excel, PowerPoint, Outlook and IBM SPSS

CERTIFICATES

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| • Suicide SafeTALK | • Naloxone |
| • Managing challenging behaviour | • Harm Reduction |
| • Emergency first aid | • Children First |
| • Ligature cutter training | • Write On |
| | • Manual handling |

REFERENCES

Available Upon Request