CURRICULUM VITAE

Padraig Nagle

Shinnagh

Rathmore

Co. Kerry

Tel. No.: 0877186849

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**PROFILE:**

* Key personal qualities include flexibility, attention to detail.
* Capacity to work both on own initiative and as part of a team.
* Thorough, conscientious and diligent
* Excellent customer service skills.
* Mature, experienced and reliable.
* Excellent communication and interpersonal skills and a friendly caring personality.
* Interact effectively with people at all levels.

**EDUCATION:**

(2015-2019) BA Travel and Tourism Management Student at I.T Tralee

Modules Included: (Tour guiding, Tourism finance, Intercultural Communication)

(Event Management, Travel Industry Operation)

Amadeus Certified

View Data Certified

Junior & Leaving Certificate’s 2003 – 2008

Scoil Phobail, Sliabh Luachra, Rathmore, Co. Kerry

**QUALIFICATIONS:**

Full Irish Driving Licence

Responsible Service of Alcohol (Australia)

Fully Trained Poker Dealer

**EMPLOYMENT RECORD: Currently working as a labourer for plastering reference Connie Casey below since September 2021.**

**Relevant Experience:**

Nov 2019 – December 2020 **Hertz Cork Airport**

Position: **Customer Service Advisor**

* Inputting factual data into a customer reservation management system
* Ensuring correct management of the fleet to ensure that customers have the vehicles as promised
* Answering phones and dealing with customer queries in a timely fashion
* Dealing face to face with customers from different nationalities on a daily basis
* Working as part of a team and independently as required

June 2018 - November 2019 **Hertz Kerry Airport**

Position: **Customer Service Advisor**

* Ensuring vehicles are cleaned to a proper standard
* Ensuring a quick response to any breakdowns or customer issues
* Following gdpr guidelines to ensure customer safety
* Timely input of correct information into customer reservation management system
* Upselling of vehicles and extras to achieve key performance indicators targets are met.

Feb - April 2018 **CEED, Centre for Entrepreneurship and Enterprise Development**

Position:  **Work placement for College**

* Conduct Market Research and then produce content for Kerry as a destination for corporate events.
* Organise a Trade Show/Seminar complete with exhibitors, guest speakers and manage contact with all relevant parties.
* Produce a video as part of a team to promote Tralee as a destination.
* Communicating effectively through email and in person with people.
* Speak publicly and act as moderator for events.

**HOBBIES & INTERESTS:**

I enjoy playing soccer, poker, snooker and also pitch & putt.

I enjoy travelling and lived in Australia for two years from Jan 2012 – Dec 2013.

Teaching my 9 year old brother how to play soccer and other sports

**REFERENCES:**

**Derek Coffey (Hertz Manager Kerry) 086 7803816**

**Noel Keating (Hertz Manager Cork) 0868741133**

**Connie Casey (Plasterer) 0876643391**