

# SARAH MC NELIS

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## PROFILE

I consider myself a hard worker and a pleasant person. I have experience in working as part of a team and I get on well with people. I am professional in interactions with colleagues and customers. I have excellent communication skills both written and verbal. I am a capable, competent, and dependable person and have taken on a lot of responsibility in my current role. I am very organised and enthusiastic. I work well under pressure. I am a proactive person and have the ability to work independently. I pride myself in maintaining high standards. After completing a Higher Diploma in Science in Computing in Data Analytics, I am looking for new opportunities to progress my career as a Data Analyst.

## GITHUB PORTFOLIO

- <https://github.com/SarahMcNelis/Portfolio>

## LINKEDIN

- <https://www.linkedin.com/in/sarah-mcnelis-09112a242>

## EMPLOYMENT HISTORY

### 12/2016 to Current

#### Cargo Administration Agent

**Worldwide Flight Services, WFS** - Shannon Airport, Co Clare, Ireland  
Nelis

- Data entry for both import and export freight
- Fully trained using airline databases; ABS, CargoSpot, AA SIcargocargo, Delta Webvision, Emirates Skychain, Lufthansa Cara/TIcap/Icap
- Dangerous Goods Checks - Fully trained in IATA Category 6 Dangerous Goods
- Processing truck drivers at reception using Aegis Plus and the European Union Database on Supply Chain Security
- Liaising with various agencies including the Irish Aviation Authority (IAA), the Department of Agriculture (BIPS), Customs, Sky Handling and Swissport Ramp Operations
- Communicating with Agents regarding shipments
- Reporting import trucks using Revenue Online Service (ROS)
- Discharging/creating MRNs using MyCustoms website
- Liaising with trucking companies regarding bookings of both import and export freight
- Monitoring inventory levels and ordering office supplies
- Mentoring and training peers
- Current fire warden and first aid responder.

### 09/2016 to 10/2016

#### Temporary Secretary

**Kildysart National School** - Kildysart, Co Clare, Ireland

- Created emergency contact list for each classroom
- Was responsible for the monitoring of emails and phone calls
- Liaised with parish office regarding school events
- Arranged school swimming classes
- Organised transport to GAA matches
- Created and dispersed school letters and notices to parents/guardians
- Was responsible for photocopying and scanning of school documents
- Liaised and updated the School Principal daily.

### 04/2016 to 08/2016

#### Childcare Practitioner

**Mary K's Childcare and Montessori** - Doora, Co Clare, Ireland

- Was responsible for the care and education of children in the Baby Room
- Welcomed each child and parent/guardian every morning
- Created daily and monthly plans
- Monitored developmental milestones of each child
- Completed daily diary for parents/guardians for each child
- Was responsible for cleaning of facility.

### 11/2015 to 12/2015

#### Customer Engagement Consultant

**Australian Mutual Provident Society (AMP)** - Melbourne, Australia

- Role involved inbound and outbound calls regarding client's superannuation accounts with AMP
- Answered queries and concerns for clients via both phone and email
- Created awareness of new online account service for AMP customers
- Promoted new offer to merge superannuation accounts for clients
- Met daily targets and liaised with team during morning meetings

- Liaised with Quality Assurance department (QA) regarding my calls
- Was responsible for maintaining data protection of customers account information.

09/2015 to 10/2015

### Customer Service Representative

**Computershare** - Melbourne, Australia

- Role involved inbound and outbound calls regarding shareholder's accounts
- Answered queries and concerns for clients via both phone and email
- Liaised with Quality Assurance department (QA) regarding my calls
- Engaged in training sessions when needed
- Maintained confidentiality and data protection of customer's account information.

## SKILLS & QUALITIES

- **Programming & Scripting:** Ability to code using python, c, SQL queries, Neo4j queries, Linux commands, html and JavaScript. See my GitHub portfolio for further details.
- **Communication:** Excellent communication skills both written and verbal. Sufficient keyboard skills and knowledge of Microsoft applications along with various airline applications. Provide accurate information to customers.
- **Interpersonal:** Collaborate with team members daily. Get on well with people. Create a positive and enthusiastic work environment. Maintain professionalism and deliver good customer service.
- **Analytical:** Ability to make sound decisions and solve problems. Experience analysing, debating, and reasoning in order to solve problems efficiently. Always using resources available in order to investigate, understand and resolve issues.
- **Flexible and Dependable:** Ability to adapt and adjust to various situations. Always updating training and adapting to new requirements i.e., data protection. Work well under pressure.
- **Organisation:** Extremely organised and proactive. Always preparing for the next day. Keep a tidy and organised desk. Manage daily truck bookings and inventory levels. Take pride in maintaining high standards.
- **Time Management:** Always punctual and prepared. Experience meeting daily targets and managing various tasks. Ability to plan, organise and prioritize work in order to meet deadlines. Ability to work independently and unsupervised.

## EDUCATION

2023

**Higher Diploma** : Science in Computing in Data Analytics  
**Atlantic Technological University** - Galway, Ireland

2014

**QQI Level 5 Certificate:** Reception and Frontline Office Skills  
**Limerick College for Further Education** - Limerick, Ireland

2013

**Bachelor of Arts:** Early Childhood Care and Education  
**Mary Immaculate College** - Limerick, Ireland

2009

**Leaving Certificate**  
**St. John Bosco's Community College** - Kildysart, Co Clare, Ireland

## ACHIEVEMENTS

- First Aid Responder training - May 2023.
- Fire Warden training - May 2023.
- Manual Handling training - May 2023.
- Health & Safety Awareness training - April 2023.
- Security Training Module 11.2.3.9 - March 2022.
- IATA Category 6 Dangerous Goods Training - November 2021.
- General Data Protection Regulation Training - September 2021.
- Full Driver's License - March 2011.
- Bronze Gaisce President's Award - September 2008.
- Royal Irish Academy Music Certificate: Piano - up to Grade 5

## INTERESTS

- Walking
- Music/TV
- Reading
- Sport
- Travel/Holidays

## REFEREES

- Referees available upon request