

# SARAH MC NELIS

sarah.mcnelis@gmail.com | 086-8779417 | Kildysart, Co Clare | [www.linkedin.com/in/sarahmcnelis](https://www.linkedin.com/in/sarahmcnelis)

---

## Professional Summary

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. As a senior member of staff, I mentor and train peers. I have excellent communication skills both written and verbal. I am proficient in the use of Microsoft applications. I have developed strong professional relationships with clients. I am a capable, competent, and dependable person and have taken on a lot of responsibility in my current role. I act as a step-up supervisor when needed. I am also known as the go-to person in the office. I am very organised and enthusiastic. I work well under pressure, however, I believe preparation is key. 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 using my programming and scripting skills including the use of python, c, SQL, Neo4j, linux commands, html, and JavaScript.

---

## GitHub Portfolio

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

---

## Employment History

**Cargo Administration Agent** | Worldwide Flight Services (WFS) - Shannon Airport, Co Clare | 12/2016 - Current

- Data entry for both import and export freight.
- Communicate and liaise with customers daily, both written and verbal.
- Mentor and train peers.
- Proficient in the use of airline databases; ABS, CargoSpot, AA Icargo, Delta Webvision, Emirates Skychain, Lufthansa Cara.
- Dangerous Goods Checks - Fully trained in IATA Category 6 Dangerous Goods.
- Liaise with various agencies - Irish Aviation Authority (IAA), Customs and Revenue, Department of Agriculture (BIPS).

**Temporary Secretary** | Kildysart National School - Kildysart, Co Clare | 09/2016 - 10/2016

- Was responsible for maintaining confidentiality and GDPR while handling school documents.
- Liaised and updated the School Principal daily.
- Created and dispersed school letters and notices to parents/guardians.
- Created emergency contact list for each classroom.
- Was responsible for the monitoring of emails and phone calls.

**Childcare Practitioner** | Mary K's Childcare and Montessori - Doora, Co Clare | 04/2016 - 08/2016

- Was responsible for the care and education of children.
- Maintained professionalism, confidentiality and integrity of each child.
- Created daily and monthly plans for learning and development.
- Monitored developmental milestones.
- Completed daily diary for parents/guardians.

**Customer Engagement Consultant** | Australian Mutual Provident Society - Melbourne, Australia | 11/2015 - 12/2015

- Role involved inbound and outbound calls regarding client's superannuation accounts with AMP.
- Was responsible for maintaining data protection of customers account information.
- Liaised with Quality Assurance department (QA) regarding my calls quality.
- Answered queries and concerns for clients via both phone and email.
- Created awareness of new online account service for AMP customers.

**Customer Service Representative** | Computershare - Melbourne, Australia | 09/2015 - 10/2015

- Role involved inbound and outbound calls regarding shareholder's accounts.
- Maintained confidentiality and data protection of customer's account information.

- 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.

---

## Skills & Qualities

- **Programming & Scripting:** Ability to code using Python, c, SQL, Neo4j, Linux commands, html and JavaScript.
- **Computer Skills:** Sufficient keyboard skills and knowledge of Microsoft applications.
- **Analytical:** Experience analysing, debating, and reasoning in order to solve problems.
- **Communication:** Excellent communication skills both written and verbal.
- **Organisation:** Extremely organised and proactive. Always preparing for the next day.
- **Time Management:** Always punctual and prepared. Ability to plan, organise and prioritize work.
- **Customer Service:** Maintain professionalism and deliver good customer service.
- **Leadership:** Mentor and train new staff. Ability to work independently and unsupervised.
- **Flexible and Dependable:** Ability to adapt and adjust to various situations. Always updating training and adapting to new requirements i.e., data protection.

---

## Education

Atlantic Technological University | Galway, Ireland | 2023

**Higher Diploma :** Science in Computing in Data Analytics

Limerick College for Further Education | Limerick, Ireland | 2014

**QQI Level 5 :** Reception and Frontline Office Skills

Mary Immaculate College | Limerick, Ireland | 2013

**Bachelor of Arts:** Early Childhood Care and Education

St. John Bosco's Community College | Kildysart, Co Clare, Ireland | 2009

**Leaving Certificate**

---

## 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
- Sports
- Travel/Holidays

---

## Referees

- Referees available upon request.