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### **Career Summary**

Professional with over 10 years' experience in customer service. I have excellent communication skills being able to work as a team player and individually as well as I am very energetic and outgoing and enjoy a challenge within my workplace. I am consumer driven with good problem-solving skills as well as a desire to accomplish all tasks provided to me in a quick, manner. I take pride in my punctuality as well as my organizational skills and ability to adapt well to any change or new strategy that may be implemented

### **Academics**

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- 2018 - Present **Technological University, Tallaght**  
Qualification Bachelor of Science (HONS) in IT Management
  - 2018 - 2018 **Academy of Aviation**  
Qualification: Airport Passenger Services
  - 2015 - 2016 **University of Limerick**  
Qualification: NFQ Level 8 Medical Software Quality Assurance Program
  - 2013 – 2016 **Institute of Technology Tallaght**  
Qualification: Bachelor of Science in IT Management
  - 2013 – 2013 **Optimum Limited**  
Qualification: FETAC Level 6 International Sales and Marketing
  - 2018 – 2011 **Institute of Technology Blanchardstown**  
Qualification: Bachelor of business in International Business
  - 2005 – 2006 **Business Management Institute**  
Qualification: FETAC Level 6 Business Administration and Management
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### **Professional Experience**

#### **Team Administrator**

##### **Health Service Executive – Dundrum-Dublin 14 ( August 2019-Present)**

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- Coordinating a multidisciplinary team in a very busy hospital environment
  - Ensuring that the team daily tasks is carried out in a timely and efficient manner
  - Liaising with every stakeholder that are connected to the smooth running of the organization
  - Working with highly sensitive information by complying to GDPR
  - Dealing with queries over the phone and face to face
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#### **Passenger Service Agent**

##### **Sky Handling Partner – Terminal 1 – Dublin Airport (March 2018 – June2019)**

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- Ensure all passenger counter check-in procedures are followed for departures and arrivals such as verifying tickets and baggage
  - Encourage a positive work environment and attitude with all staff and customers while being a representative of the airline
  - Liaise with airport immigrations and customs officers with regards to public and national security
  - Provide information and potential issues to the customers with reference to their flights
  - Respond to all customer queries and complaints and work towards solving all queries as efficiently as possible
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#### **Clerical Officer**

##### **Department of Foreign Affairs (January 2019– April 2019)**

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- Assist Senior Officers/Managers with clerical work

- Responsible for examining and processing various passport documents
- Manages and updated databases with high volumes of data using word processing, Excel spreadsheets, E-mail and the Internet
- Answered and dealt with calls worldwide in a prompt and courteous manner

### **Clerical Officer**

#### **Office of the Revenue Commissioners, Dublin 1 (June 2017 - September 2017)**

- Processed, examined and audited various documentation
- Managed high volumes of data input in a with word processing, Excel spreadsheets and E-mail
- Troubleshoot a variety of technical issues that would arise and successfully solved each issue to the best of my capabilities
- Maintained complete and accurate files and records using the data system and filing system provided by my employer

### **Clerical Officer**

#### **Department of Social Protection (October 2016 – January 2017)**

- Was responsible for the client interface and dealing with any customer inquiries
- Updated client records on the database and other software application systems provided
- Maintained a high level of client confidentiality while dealing with vital information on a daily basis
- Multitasked and worked in a fast-paced environment allowing me to learn a great deal of patience and organizational skills
- General administrative duties

### **Data Entry/Clerical Officer (Mortgage Arrears Unit)**

#### **AIB Corporate Headquarters (September 2013 – January 2014)**

- Processed highly confidential data on mortgage arrears
- Provided data analyst support in the day to day management of the team
- Assisted with the implementation of customer contact strategy
- Coordinated the daily interface with key managers in the department
- Ensured all legal processes and procedures were properly documented

### **Customer Service Advisor**

#### **AIB – Current Accounts and Credit Card Services (July 2013 – September 2013)**

- Responsible for credit card fraud prevention mechanisms and current account management systems
- Dealt with inbound and outbound client call inquiries while multitasking in a high paced, high volume atmosphere
- Learned how to adapt and deal with many challenges within a high-pressure environment

### **Other Relevant Experience:**

Dublin Airport Authority

Airport Search Unit

Airport Passenger and Public Safety & Search Unit Officer

Dublin Airport (2008)

Passenger Service Agent

Servisair Limited, Dublin Airport (2007)

Clerical Officer

Leixlip Resource Centre (2006-2007)

### **Key Skills & Competencies:**

- Microsoft Office, Excel and PowerPoint

- ECDL
- Skilled in many different operating systems and easily adaptable to new systems
- IT Skills
- Networking
- Database Administration and Software Testing

## **References**

References Available Upon Request