

Personal Profile

I am a graduate of Munster Technological University with a bachelor's degree in Business Information Systems. I have a diverse range of work experience, including roles in production, customer service, and general operations. I have also had experience managing staff, handling customer inquiries and complaints, and maintaining and repairing equipment. I am well-versed in following company policies and procedures and am committed to delivering high-quality work and customer service.

Education

Munster Technological University Cork – **Bachelor's Degree (Honours) in Business Information Systems.**
2018 – 2022.

Personal Projects

Portfolio Website – I decided to leverage my programming skills in HTML, Java, and CSS to design and develop a personal portfolio website. Subsequently, I purchased a domain from GoDaddy and configured an SSL certificate for my site to ensure secure access on the internet. See the site here: <https://calemohalloran.com/>.

Work Experience

Project Administrator

Nov 2023 – Present

PFH Technology Group

- Working closely with the HSE
- Deliver exceptional customer service by promptly addressing inquiries and providing comprehensive support to clients and team members.
- Demonstrate advanced Excel skills in the preparation and maintenance of spreadsheets, contributing to streamlined data management and reporting processes.
- Conduct thorough file reviews, organizing, and optimizing document repositories by adding relevant documents, eliminating unnecessary files, and maintaining a systematic catalogue for easy retrieval.

Production Associate

Sep 2022 – Nov 2023

DePuy Synthes

- Produce products to the highest standards following set procedures.
- Ensure work environment is in keeping with the company's 5S standard.
- Operate foundry robots following the company's standard work schedules.
- Perform 100% checks on all products using Vernier callipers and height gauges.
- Record all completed procedures on the company's Operations Management Systems.
- Perform all tasks in a Lean Manufacturing Environment.

General Staff / Supervisor

Aug 2019 – Sep 2022

Omniplex Cinema Group

- Trained new staff members on company policies, procedures, and customer service standards.
- Monitored the daily operations of the cinema, including managing staff, handling customer inquiries and complaints, and ensuring that the facility is clean and well-maintained.
- Prepared and served food and drinks from the concession stand, following all relevant health and safety guidelines while suggesting additional products or upsell items to customers.
- Maintained and repaired cinema equipment, including projection and sound systems, seating, and other infrastructure.