

## Personal Profile

I am a recent 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. I am eager to apply my skills and knowledge from university to a challenging role and make a positive impact on the organization.

## Education

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

## Sample Assignments

**Digital Innovation and the Web** – I was given the opportunity to utilize my programming skills in HTML, Java, and CSS to design and develop an interactive web application. This project required a high level of independent thinking and was very time-consuming, but I was able to successfully complete it through my dedication and hard work.

**Systems Development** – Throughout the semester, I was consistently assessed on my knowledge of computer coding using C# and my ability to implement given data using MS Access. These assignments presented several challenging opportunities for me to further develop my decision making and problem-solving skills. I found the experience to be both rewarding and beneficial in strengthening my understanding of programming.

**Digital Marketing & Analytics** – I had the opportunity to work in a team to research and discuss ways to improve the social media presence of an Irish brand. This project allowed for a great deal of creativity and teamwork as we assigned tasks, communicated ideas, and presented our findings to an audience. I enjoyed the chance to collaborate with my team and contribute my skills and knowledge to the project

## 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.
- Performed various ad hoc duties as needed, showcasing flexibility and adaptability to contribute to the overall success of the team and project objectives.
- Conducted 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.

**General Operative***Jun 2018 – Aug 2019*

Cork Mail Centre

- Prepared and distributed mail packages, parcels, and other shipments.
- Assisted with loading and unloading delivery vehicles.
- Prepared outgoing mail for distribution, including stamping and labelling.
- Maintained accurate records of mail volume and delivery times.
- Monitored and maintained inventory of supplies, such as postage stamps and envelopes.
- Followed safety and security protocols in handling and transporting mail.