Katie Rice

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Current role	CS Associate at Amazon and Personal Assistant at Louth County Council	**In 3–5 years I want to be…** In a position that is tech related, such as web development
Experience	Retail, Manufacturing, Marketing	
Technologies	Excel, After Effects, Oracle	

Work experience

CS Associate, Amazon 🏢
May 2023 – Present (2m)

- Provided exceptional customer service to Amazon customers across multiple channels, including phone, email, chat, mobile chat, and Alexa.
- Utilized advanced tools and systems to navigate customer accounts, review policies, and provide effective solutions in a timely manner.
- Maintained a professional and courteous demeanor while meeting or exceeding performance metrics for customer satisfaction.

Personal Assistant, Louth County Council 🏢
Jan 2022 – Present (1y 6m)

Excel   After Effects

- Composed and dispatched professional correspondence, enhancing the council's communication strategy
- Designed and produced informative newsletters, improving engagement with stakeholders
- Authored newspaper articles that elevated public awareness of the council's initiatives
- Captured critical images to support documentation of key events and activities.

Retail Assistant, Dunnes Stores 🏢
Aug 2022 – May 2023 (9m)

Irish multi–national retail chain
Retail

- Provided exceptional customer service, building strong relationships with customers and meeting their needs through effective communication.
- Maintained high standards of visual merchandising, ensuring all products were displayed attractively, rotated regularly and the shop floor was clean and organized.
- Demonstrated proficiency in operating point of sale systems and accurately handling customer transactions with strong numeracy skills.
- Developed a deep understanding of the company's products to provide expert advice to customers and contribute to overall business success.

Shop Assistant, Londis 🏢
Feb 2022 – Aug 2022 (6m)

Production Administrative Assistant, National Pen 🏢   Sep 2021 – Feb 2022 (5m)

Promotional products business
Manufacturing · Marketing

Oracle

- Streamlined reports and requests management, ensuring timely delivery of orders via accurate selection of delivery method.
- Utilized Oracle and report-based system to optimize order processing and minimize errors.
- Proactively prevented wasted resources by managing cancellations and shipping issues, resulting in improved productivity and cost savings.

Production Operative, National Pen 🏢   Nov 2017 – Sep 2021 (3y 10m)

- Packed gift-sets and other products for the Christmas market with high attention to detail, ensuring quality standards were met before shipping.
- Conducted thorough inspections on products prior to packing, guaranteeing customer satisfaction and minimizing returns.
- Efficiently scanned customer order forms using company software to ensure orders were accurately fulfilled.
- Operated advanced machinery including 360 lasers, regular lasers and shrink wrap machines, contributing to increased productivity and timely delivery of orders.

Education

UCDPA   Jan 2023 – Present (6m)

Bachelors Full Stack Development

DKIT   Sep 2021 – Jan 2023 (1y 4m)

Bachelors Software Development

- Robocode runner up > In this competition, each team had to implement a fighting robot using Java language to compete against other robots from various Universities and Colleges from across the island of Ireland.
- I placed second in March 2020 in this national competition for DKIT.
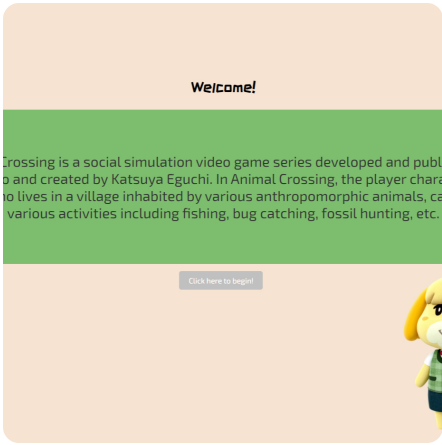- Third place in GGULIVRR > Created a UX design for an eco friendly app

Snippets

Website for band 🔗 www.osiris.ie
I created this website for Dundalk based band Osiris as part of my first assignment
for my Full Stack Development course in UCDPA.

Animal Crossing Website 🔗 **d00206788.github.io**

I created this website based on one of my favourite games, Animal Crossing. It is a vibrant, info filled website using CSS animations and Javascript.

Basic HTML and CSS CV 🔗 **d00206788.github.io**

Created a basic CV using HTML and CSS for UCDPA's entry coding course prior to the Full Stack Development course.

More about me

In 3-5 years I want to be…

In a position that is tech related, such as web development

Languages spoken

Irish