

## ||| CUSTOMER SERVICE TRAINER | WEB DEVELOPER

High-Performing, diligent professional with deep experience in staff training and customer service and strong communication interpersonal skills. Diverse credentials combining solid, tactical leadership and customer service with strong technical expertise; ability to problem solve and resolve complex issues, ensuring service sustainability and business continuity. Adept in explaining technical concepts to a non-technical audience with empathy and patience. Experienced in working with US based companies and European markets. Self-motivated and keen to learn new technologies and methodologies.

*Team Leadership » Technical Acumen » Problem Solving » Process Improvement  
Training & Development » Mentoring » Organisational Development » Stakeholder Engagement  
Cross-Functional Partnering » Customer Service » Mentoring » Quality Assurance  
Deadline Driven » Account Management » Data Analysis*

## ||| TECHNICAL SKILLS

*HTML5 » CSS3 » JavaScript (IE6) » Python » Flask » Django » Git » SQL  
SASS » Bootstrap » Materialise » CSS » JavaScript » iQuery » Materialise » Jasmine*

## ||| TRANSFERRABLE SKILLS

- » *Built long-term, advantageous relationships within organisations and across departments.*
- » *Key player in the development of innovative training strategies including enhanced feedback metrics.*
- » *Influential and compelling communicator able to explain technical concepts clearly and effectively.*
- » *Ability to efficiently manage day-to-day business operations, multiple locations and regional operations.*
- » *Experienced in evaluating teams of cross-functional staff, resolving complex issues and handling conflict.*

## ||| PROFESSIONAL EXPERIENCE

StubHub | **Customer Service Trainer** | 10/2017 - 03/2020

Accountable for training new customer service/experience team members and supporting in their continuous development and integration into the company. Upskilling and developing existing team members on an ongoing basis.

- Quickly and efficiently adapted to the role of Trainer with only two weeks' notice, requiring no formal training and hitting the ground running. Successfully trained several groups resulting in candidates passing training first time and two employees progressing to promotion within the year.
- Recognised for thinking "outside of the box"; effectively introduced feedback program and received ratings of 80%+ in all categories
- Delivered extra training time to support an extremely anxious trainee who was at risk of failing the course, ensured the trainee graduated using encouraging and motivational techniques. The employee became a valued and highly successful team member.

**StubHub | Customer Experience QA | 04/2018 - 03/2020**

Selected to conduct additional duties as Customer Experience QA to effectively screen and review calls and emails, providing invaluable feedback to improve performance and encourage best practice.

- Delivered coaching after QA monitoring, ensuring improvement in performance and consolidating process understanding.

**StubHub | Acting Team Lead | 01/2016 - 10/2017**

Managed the customer service team, ensuring service levels were achieved and monitoring daily scheduling, assigning appropriate tasks and duties

- Effectively resolved escalated contacts quickly and efficiently, escalating further when required.
- Collaborated with departments, monitoring queries and providing support when necessary

**StubHub | Tier 2 Representative | 08/2014 - 01/2016**

- A member of the follow up team, accountable for resolving escalated issues, meeting deadlines for quick and effective conclusion
- Delivered findings for technical, payment or other non-customer facing teams

**StubHub | Trust and Safety Analyst | 02 - 08/2014**

- Effectively and carefully reviewed website orders to determine fraud or legitimacy, successfully achieving all daily reviews targets in daily reviews

**StubHub | Customer Service Agent | 07/2013 - 08/2014**

- Successfully conducted high volumes of inbound calls emails and chat for customers of StubHub.co.uk
- Effectively achieved targets relating to customer satisfaction, retention, efficiency and first contact resolution

**Leinster Rugby Store | Store Manager | 01/2016 - 10/2017**

- Managed the day to day operations including ordering, training, merchandising, sales, and ecommerce
- Successfully doubled average sales in the retail location and developed online store to match the store's offline success

**EDUCATION & PROFESSIONAL DEVELOPMENT**

Six Sigma Yellow Belt,  
Diploma in Full Stack Web Development

**PERSONAL ACHIEVEMENTS & INTERESTS**

Former actor: experience in stage and TV show appearances including HBO's The Tudors  
Languages: English (Native) | Irish (Advanced) | Spanish (Advanced) | German (Intermediate)