

PAUL CALLAGHAN

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EDUCATION:

Code Institute September '18 – Present

Diploma in Full Stack Development

University of Aberdeen, Sept '13 – June '14

Postgraduate Diploma of Education

National University of Ireland, Galway, Sept '08 – May '11

Bachelor of Arts Degree – 2:1 (English and Sociology/Politics)

CAREER PROFILE:

Dixons Carphone, Leitrim, May '19 - Present

Sales Associate Duties:

Finding best deals for customers to help them get the phone and plan they want.

Making recommendations for accessories for phones and fitness trackers, smart speakers and smart home technologies.

Making recommendations for TV, broadband and landline providers.

Developed a website to support new staff learning about devices for sale in store.

Sky Ireland, Dublin, January '19 – April '19

Customer Retentions Duties:

Negotiating and influencing customers to stay with Sky in the face of strong competition.

Upselling existing Sky products and subscriptions to tailor customer experience to each individual call.

Responsible for meeting KPIs relating to sales, retention, productivity and customer experience.

Designed webapp to support new starts in company on calls.

Several nominations for company awards ceremony due to the webapp.

Stewarts Special School, Dublin, Feb '18 – December '18

Assistant Principal Duties:

Health & Safety Coordinator (risk assessments, health & safety reports, review policies, organise supervision duties and run fire drills)

Designed and built school website

Day-to-day management of school building

Stewarts Special School, Dublin, Sept '16 – December '18

Special Class Teacher Duties:

Educating children with including ASD, Down Syndrome and moderate to severe learning difficulties

Maintaining positive working relationship with parents/guardians

Working closely with other agencies (Speech and Lang etc)

Utilising technology appropriately to engage students in learning.

NCCA, Dublin, May '17 – May '18

Associate Duties:

Developed the Level 1 Learning Programme – a Junior Certificate programme for students with moderate to severe learning needs.

Presented at the launch of the programme in Croke Park in May 2018.

Recorded videos and wrote summaries of activities throughout the trial phase which are used as examples for professional development.

HOBBIES AND ACHIEVEMENTS

- MAPA Training (December 2016)
- PECS Communication Training (December 2016)
- Huge interest in technology -Proficient and creative with Microsoft Office, Wordpress and web design.
- Currently working towards diploma in Fullstack Web Development (including HTML, CSS, Bootstrap, Javascript, Python and Django).
- Music, sport and video games

REFEREES

Colm Faherty
Team Leader
Sky Ireland
Dublin

Margaret Flood
SEN Education Officer
NCCA
Dublin

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Signed: *Paul Callaghan*

Date: 11th February 2020