

Alina Florentina Pal

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Psychology| Management |Sales |Marketing |Client Relationships Management |Leadership Innovation

B.A. - level educated Psychology professional, with a broad set of management skills across different sectors and roles. Having a progressive one-decade experience in customer expectations management, cultivating lasting relationships, performing well in high-pressure, competitive environments. Enthusiastic achiever with a solid background in promoting products and services, efficient and great adaptability with meticulous attention to details, with a unique ability to relate to diverse populations with various backgrounds. Highly skilled in solving social, financial and business problems meanwhile accomplishing projects on time, within budget limits. Committed to improve life quality on the individual and social level.

CORE COMPETENCIES AND ACHIEVEMENTS

- **Advanced knowledge of Social and Personal Psychology.** Earned B.A. Degree in Psychology from Dublin Business School and currently enrolled in MSc Work and Organisational Psychology from University of Limerick.
- **Keen Attention to Detail.** Strong communication skills, critical thinker, accurate, reliable, and diligent. Always complete projects/tasks within budgets and schedules. Can handle any ongoing challenges, by using intrapersonal and interpersonal skills.
- **Systems Utilization and Technology Skills.** Proficient use of Windows and Mac operating systems, well versed with MS Office Suite (Word, Excel, and PowerPoint) and SPSS.
- **Sales Expert** -Exceptional abilities to forge new client relationships while developing and maintaining existing ones.
- **Planner and coordinator of events** aimed to elevate organizations productivity. Self-confident and persuasive individual with the ability to influence and negotiate at a senior level.

PROFESSIONAL EXPERIENCE

Talent Partner

Yala Recruitment

Jun 2019 – Dec 2019

- Manage and own my full-cycle recruitment: scope, source and identify candidates, screen and shepherd interviews, make offers and conduct reference checks.
- Partner directly with business stakeholders (and candidates), navigating the full nuance of a search using multiple systems in a time sensitive manner with a focus on quality and speed.

- Keep aware of upcoming roles and completing the active roles with the best quality candidates whilst meeting internal and customer performance objectives.
- Support end to end recruitment to ensure timely turnaround times and first-class experience.

Makeup Artist /Trainer
Christian Dior, Brown Thomas

May 2014 - Present
Dublin, Ireland

- Planning seasonal activities in detail, setting targets and accurately monitoring progress and effective marketing strategies in order to increase productivity and build of long-lasting client relationships.
- Using CRM system to anticipate trends and predict business opportunity and growth.
- GDPR compliant, ensure safe and accurate storage of customers details.
- Ensured customer satisfaction throughout the entire experience, enhancing facial aesthetics, creating custom look and provide direction and understanding of needs and wants.

Euro Pan Bakery
Business Manager

Aug 2010 – May 2014
Dublin, Ireland

- Liaise with external subcontractors to ensure that orders are fulfilled in line with agreements.
- Maintaining high productivity of team members, roster and payroll building support in conjunction with Area Manager. Excellent attention to detail & a high level of HACCP knowledge.
- Fully responsible for day-to-day operations, store image, profits, all controllable expenses and inventory

EDUCATION AND TRAINING

University of Limerick- Limerick Ireland

Master of Science- Work and Organisational Psychology

Sept 2019 – Apr 2020

Psychometric Test User Level A/B

The British Psychological Society

Dublin Business School

Bachelor of Arts: Psychology

Sept 2015 – May 2019

Phlebotomy Training Services

Phlebotomy Certificate

June 2017

University of Maynooth

Psychology Diploma - Level 7

Sept 2014 – May 2015

Volunteering

Dublin Simon Community School Speaker

May 2019 – Present

- Liaise with School Principals and in-charge professional staff to set-up presentations dates and times.
- Advocating Simon Community values.
- Following up for feedback, untimely to be used in development of service and plan of actions.
- Liaise with fundraising team for fundraising events.

ISPCC Childline Volunteer

May 2019 - Present

- Listen and to and empower young people over phone call, text and online chat.
- Filling up call reports / summary.
- Liaise with shift supervisor when referrals may be needed/ completion of risk assessments and adequate competent bodies to be contacted.