



## EXPERIENCE

**SEPTEMBER 2015 - FEBRUARY 2020**

**PARTNER, Starbucks Dundrum tc**

Cash handling, customer service, sales, and marketing.

Food and drink preparation, presentation, completing orders in timely and professional manner.

Cleaning and tidying, washing, FIFO restocking, daily cleaning of store equipment.

**JUNE - AUGUST 2016**

**COACH, Challenger sports**

Running children's soccer camps: Lesson planning, organizing timetables, equipment uses, etc.

Coaching children (6 – 14): skill and age-appropriate training e.g., drills, concepts, fun and engaging games, full responsibility for child safety, comfort and happiness, skill development in basic to intermediate concepts.

Parent interactions: scheduling, individual assessments, explanations of skill development and lessons.

**JANUARY 2022 – MARCH 2023**

**SENIOR SUPERVISOR, Starbucks dundrum tc**

Keyholder, shift lead, decision-making, store manager support

Sales figures analysis: placing orders w/ regards to expected customer footfall, extenuating factors

Stock management: Shelf stocking and marketing, i.e., attention grabbing size, shape, and color cohesion.

Partner management: training, contract negotiations, shift planning, conflict resolution, task delegation, partner support, assistance, and safety assurance.

Store upkeep: Equipment upkeep, communication w/ contractors and store/district managers.

Customer engagement: assistance and support, responding positively to questions/queries, facing complaints calmly and productively, upselling and promoting customer retention.

**VAUGHAN SYSTEMS INC., FREELANCE TEACHER**

Completed 2-week intensive training course as of August 2023, classes pending.

## EDUCATION

**SECONDARY: CATHOLIC UNIVERSITY SCHOOL – 445 leaving certificate points (2007-2013)**

**COdeacademy**– Courses in python, javascript, r, sql, assembly, C#, HTML

## SKILLS

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| <ul style="list-style-type: none"><li>• Native English</li><li>• Intermediary Spanish</li><li>• Management and leadership</li></ul> | <ul style="list-style-type: none"><li>• Programming</li><li>• Patient, timely, attentive to detail, precise and quality</li></ul> |
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	<ul style="list-style-type: none"><li>• focused on work.</li></ul>
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## **HOBBIES**

Enjoy podcasts, football, animation, and music, played drums, guitar and sang in a band, do some game development in spare time, and enjoy going out with friends in the evening.