

Curriculum Vitae

PERSONAL INFORMATION

[REDACTED]
[REDACTED], Ireland
[REDACTED]

PERSONAL PROFILE

I have recently graduated from a Masters Degree in International Relations from Utrecht University, Netherlands and I'm looking for a teaching role in Madrid, Spain. I have a great deal of experience working with children through my six summers spent working in a Summer Camp and my year of experience volunteering in a primary school. I learn quickly, enjoy challenges and learning new skills and work well as both part of a team and independently.

WORK EXPERIENCE

Studio Assistant

March 2022– August 2022

Rocycle, Utrecht, Netherlands

Position:

- Meeting and greeting customers
- Responsible for opening and closing the studio
- Handled customer queries, complaints and emails via the zendesk platform
- Daily use of Word, Excel and Outlook

Customer Service Representative/ Call centre agent

Dec 2020 – July 2021

Covalen, Sandyford, Dublin 18

Position:

- Delivered excellent customer service while working under time constraints
- Employed company CRM systems and practices to meet company targets
- Carried out various administrative tasks as the company saw fit
- Daily use of Word, Excel and Eurosyst system application
- Sales support and communication with internal & external customers

Counter/Till Staff

Oct 2019-Dec 2020

Green Mango, Lucan

Position:

- Opened and closed the store, handling the cash register each day and shop administration
- Communicated effectively with customers and colleagues in a fast-paced work environment
- Trained new employees
- Completed HACCP training (food safety) and handled the stores food orders

EDUCATION

MA International Relations in Utrecht University 2021-2022
Historical Perspective

BA Single Honors History University College Dublin 2017-2020
Result: First Class Honours (3.69 G.P.A.)

ACHIEVEMENTS

Events Committee Member of CS Ubuntu, Utrecht University 20201-2022

Organised events for the Human Rights and conflict studies Study association of UU.

Social Media Manager 2018/19 and Secretary 2019/20 of the UCD History Society

Managed the society's social media including Facebook and LinkedIn and responsible for the promotion, correspondence, and publication of the society.

180 Hour TEFL (Teaching English through a foreign language) Certification

Completed 180-hour TEFL certification, an internationally recognised qualification to teach English abroad.

Royal Irish Academy of Music - Piano

Awarded Grade Six qualification in piano by the Royal Irish Academy of Music.

References available on request