

Key Skills



A1 Spanish and French

- Content creation
- Social media competency
- Public relations
- Writing and blogging
- Photo editing
- Auditing and understanding analytics and insights
- CRM
- Communications
- Sales
- Customer service
- Teamwork
- Independent work
- Multitasking
- Time Management

Key Competencies

- Initiative
- Inclusion
- Planning and organising
- Flexibility
- Adaptability
- Effective Communication, Written and Verbal
- Working to deadlines

Hobbies and Interests

- Travel
- Gym/fitness
- Cooking and baking
- Coffee
- Cocktail making
- Writing
- Languages
- Podcasts
- Documentaries

30/04/1997

Personal statement

I have just moved to Madrid and I am excited to find a new job role here. I was previously employed with Allen & Overy in Belfast, as a Senior Digital Marketing Technology Assistant, where I supported internal CRM systems. Within my first 4 months I was training of a new member of the team, within my first 6 months I received an instant recognition award and in less than one year I was promoted. I have been taking Spanish lessons since January (I also previously studied it). I am always looking to expand my skills and gain further experience to progress in my career, eager to step outside of my comfort zone.

Employment History

Senior Digital Marketing Technology Assistant (Sept 2022 – Sept 2023)

Allen & Overy

- Additionally, to my role as a junior assistant:
- I supervised an external team of contractors based in India. Speaking with them daily, creating tasks and guides for them to work on to help with our local team's background work, and was their point of contact for any queries on the work provided. This allowed me to develop my communication and management skills even further.
- I became one of my team's workflow coordinators, managing any requests that come into our team from across the company and delegating efficiently, or going back to client's regarding their requests before liaising with colleagues.
- I led the training of a new member of staff, becoming their 'buddy' throughout their probation period.
- I spearheaded a project involving the anonymisation of confidential clients across internal systems and the public company website.
- I created two further microsites for external events.
- I carried out small training sessions with other people in my team to exchange skills of my expertise in areas they wished to learn more about.
- I monitored a main company mailbox, which handles very sensitive information and queries from clients.

Digital Marketing Technology Assistant (Oct 2021 – Sept 2022)

Allen & Overy

- Part of the support team for internal CRM systems such as EPiC and AOC, to assist clients and colleagues with any issues or queries they may have.
- Carried out data reporting and checks to ensure information is being processed correctly and monitor several internal inboxes for requests, queries and spam.
- Made edits to the public global website using the content management system Sitecore.
- Assisted with key projects, including creating and writing a campaign email via Vuture to be sent internally and externally for a major event.
- Assisting in the creation of a microsite for training purposes.
- Created and written helpful Vuture tips email campaigns and training guides for internal use.

Hospitality & retail work

Customer services assistant
Homebase 2014 – 2017

Kitchen and front of house staff
Boojum 2017 – 2018

Waitress
The Four Winds 2019 – 2020

Bartender
Town Square 2020 – 2021

Barista
Canteen May – October 2021

Clubs, societies & charities

PBCI: A&O’s sponsorship and charity organisation. I volunteered for Friends of the Cancer Centre.

A&Out: A&O’s LGBTQIA+ organisation. I have assisted with events and internal email campaigns.

I personally raised £405 for Macmillan Cancer in Oct 2022 through the Sober October cause.

- Worked both independently and within a team, where I was unable to assist someone myself, I delegated to a colleague who was more experienced in the matter. If it is within my area, I would ask for them to allow me to understand how they resolved the request so that I was able to learn for the future.
- Assisted in training a new member of staff but utilising the knowledge from my own training.
- Communicate, interact, and assist with people across offices in other cities, countries, and cultures to improve my confidence and interpersonal skills.
- My written communication skills are strong in having to proofread, edit and ensure a high quality of writing with strong readability when using Word and Outlook.

Academic Achievement

Ulster University *(Sept 2016 – June 2020)*

- First Class BSc Hons in Communication Management and Public Relations
- Diploma in International Academic Studies with Commendation.

Monmouth College *(Aug 2018 – May 2019)*

- Award in Academic Excellent – Dean’s List

Lagan College *(Sept 2008 – June 2015)*

- A Levels: BCC (Applied business studies, English literature, Sociology).
- GCSEs: 4 A’s, 4 B’s, 1 C (includes Maths and English).

Work Experience/Internships

Digital Marketing Trainee *(February 2021 – March 2021)*

Watson & Co. Chartered Marketing and Training Matchmaker

- Developed digital skills via courses on Make It Click (Developed by Good Things Foundation) and TrainingMatchmaker.com.
- Worked with Libraries NI and Young Enterprise.
- CRM: emailing clients and publishers
- Writing press releases which were published by local news sources.
- Blog writing.
- Social media post creation, both imagery, caption, and hashtags.
- Completed Digital audits for both company and clients.

CPD Courses & Digital Competencies

- CMI Level 5 Management and Leadership Qualification
- Hootsuite Social Marketing Certification

