

Spain •

SKILLS

English (Native) - Spanish (C1) - Communication - Proactive - Organised - Growth Mindset
Customer Oriented - Problem Solver - Multitasking- - Resilient - Computer Literacy - Open Minded

Education

Honours Bachelor of Arts in Spanish and Sociology

Trinity College Dublin

Dublin, Ireland

September 2017 - May 2021

- **Grade: Upper Second Class Honours (2.1)**
- Research Thesis: Social Capital and COVID-19 in the Irish Context:
What Influences University Students' Health Behaviour and Public Health Order Compliance? Quantitative survey analysed with Stata.
- Relevant Coursework: Spanish Linguistics, Quantitative Analysis, Social Networks and Digital Lives.

Erasmus

University of Granada

Granada, Spain

September 2019 - January 2020

- **Grade: Upper Second Class Honours (2.1)**
- Relevant Coursework: Teaching Spanish to Foreigners, Sociology of Gender and Age.

Certificate: Introduction to Python Programming with Code First Girls (Remote)

February - April 2021

Work Experience

Academic Tutor (ESL, Spanish, Sociology)

Sicher Academies, Varsity Tutors, Dublin University Modern Language Society

Remote

October 2020 - Present

- Facilitated Spanish competency assessments for international student base aged 12-24 to prepare them for examinations, immersion opportunities, and workplace interactions.
- Expedited the competency of several Spanish students through self-paced English language lessons that cater to varying proficiency levels while considering individual learning styles to promote a healthy learning environment.

Cultural Ambassador

NALCAP: Public Diplomacy Programme

Valdemoro, Spain

October 2022 - July 2023

- Designed impactful educational resources to enhance English education in primary schools using various technologies.
- Researched and implemented examination methodology for English language speaking exams, proven to be successful by an average one point increase in test scores (ten point scale).
- Listened and catered attentively to the needs of the next generation of our global community.

Bilingual Sales Representative

Next Level Marketing, Forte Event Marketing, Signature Marketing

Chicago, Illinois

January - October 2022

- Identified new prospects and business opportunities on behalf of clients.
- Consistently excelled client goals for B2C sales for off-premise locations, assisted by the ability to build brand connection with both English and Spanish speaking customers.
- Brand portfolio: Amazon Fresh, Coinbase Wallet, CBS Network, Pernod-Ricard, Brown-Forman, Fifth Generation Inc., T-Mobile

Bilingual Brand Representative**Chicago, Illinois and Madrid, Spain***B9 Models, Assist Marketing, Golden Goose Events**August - September 2021/22*

- Used experiential marketing skills to spread brand awareness on behalf of clients for English and Spanish audiences.
- Gathered research on client feedback, market demand and competitor analysis to determine the best approach to promoting client's products and services.
- Client list: Comic-Con San Diego, Lollapalooza Chicago, and Disney Madrid.

Customer Attendant**Dublin, Ireland***WrkWrk (Formally Get The Shifts)**February 2019 - June 2022*

- Delivered superior customer service to enhance the attendee experience at festivals, conferences, hotels, theatres, and cinemas, measured by consistent positive feedback from management and attendees.
- Supported cross-functional teams, including back of the house, culinary and operations with developing operational efficiencies for pre, live, and post event experiences.
- VIP customer experience specialist for festival and catering events (Clayton Hotel Burlington, MCD Productions)

Content Creator**Dublin, Ireland***Healthy Trinity**February - May 2021*

- Filmed and edited multiple cooking-related Instagram Reels with Apple software and Capcut, ultimately boosting platform engagement and reaching 2,000+ accounts per video.
- Used data insights to enhance understanding of follower engagement and behaviour in order to proactively influence student behaviour.

Volunteer Experience**Chairperson of DU Yoga Society (Elected)****Dublin, Ireland***Trinity College Dublin**April 2020 - May 2021*

- Led the society's transition to an online platform due to the pandemic, requiring much creativity and attention to detail proven to have paid-off by a 25% increase in membership compared to the previous year.
- Carried out pre and post-event research on customer experience using data analytics to best manage future projects and find customer-centric solutions.
- Facilitated bimonthly team meetings and created each meeting agenda.
- Effective communicator and liaison between teachers, society members, and external companies.

Secretary of DU Food and Drink (Elected)**Dublin, Ireland***Trinity College Dublin**April 2020 - May 2021*

- Communicated social affairs effectively with our 1300+ members via the platform MyEmma.
- Designed the society's first ever Cook-Off by creating weekly Google Forms, promoting the competition via social media, and setting up a voting platform via PollUnit.
- Developed rapport with external business in acquiring prizes, giveaways, and other events.
- Organised multiple collaboration events with various college societies, such as the Student's Union.

Interests

- Technology & Social Media
- Food & Beverage
- Language & Culture
- Fitness & Movement