

## **Personal Profile:**

I am a hardworking, motivated individual with seven years' experience working in a fast paced environment. My last job in Ireland was working as a banking official for Allied Irish Bank(A.I.B). A.I.B is the largest of the retail and commercial banks in Ireland. My current role now in A.I.B is based in the central securities department, specifically, the Non-Performing Loans (NPL) team. The NPL Team works as part of the Financial Services Group (FSG) Project to reduce the level of Non-Performing Loans which the Bank holds across all 3 brands to 5% in line with European Central Banks requirements. I have also graduated from university in November 2021 with an Ordinary Bachelors (level 7) in business management from National College of Ireland (NCI). I arrived in Madrid in September and am looking for an opportunity to show my skills and talents. I am currently working in Selectra as a sales agent. However, I am eager to change positions in order to benefit my career and develop my skills. I am ready to start immediately (one week notice period) and excited to start my new position. For the last fewmonths I have been taking Spanish lessons and have a basic level of understanding and conversation. I am enthusiastic about becoming fluent in Spanish in the near future. I am also looking forward to embracing the Spanish culture my colleagues and your firm hold.

## **Employment History:**

Selectra, Calle de Francisco Remiro, 2, Edificio  
E, 28028 Madrid

Date September 2022 – Present

Position: Sales Agent

- Serve customers by selling products and meeting customer needs.
- Service existing accounts, obtain orders, and establish new accounts by planning and organizing daily work schedule to call on existing or potential sales outlets and other trade factors.
- Adjust content of sales presentations by studying the type of sales outlet or trade factor.
- Focus sales efforts by studying existing and potential volume of dealers.
- Submit orders by referring to price lists and product literature.
- Keep management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses.
- Monitor competition by gathering current marketplace information on pricing, products, new products and delivery schedules.
- Recommend changes in products, service, and policy by evaluating results and competitive developments.
- Resolve customer complaints by investigating problems, developing solutions, preparing reports, and making recommendations to management.
- Maintain professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and participating in professional societies.
- Provide historical records by maintaining records on area and customer sales.
- Contribute to team effort by accomplishing related results as needed.

### **Education:**

National College of Ireland (NCI):  
Ordinary Bachelors (Level 7) in Business  
Management Part  
time 2020 – 2022

## **Skills**

### **Analytical:**

Data Collection Analysis

Problem Solving

Excel

Power point

Analyzing Manifests

Planning

Organizing

Critical thinking

### **Communication**

Reporting

Visual and Oral

Verbal & Non Verbal

Interpersonal

Motivational

Confident

Quick Thinking

## **Skills continued:**

### Management:

Allied Irish Bank, Adelaide Road, Dublin 1.

Date: July 2021 – August 2022

Position: Banking Official

Central Securities Operations & Enablement team - Non-Performing Loans (NPL) team.

Standard Operating Procedures

Job Aids

Compliance and Quality

Management operations

Conflict Resolution

Motivator

### Pertinent:

Time Management

Active Listening

Leadership

Determination to

Succeed

Adaptability to new  
environments

Transferable skills

### Sales and other:

Confidence

Empathy

Reliability

Emotional intelligence

Persistence

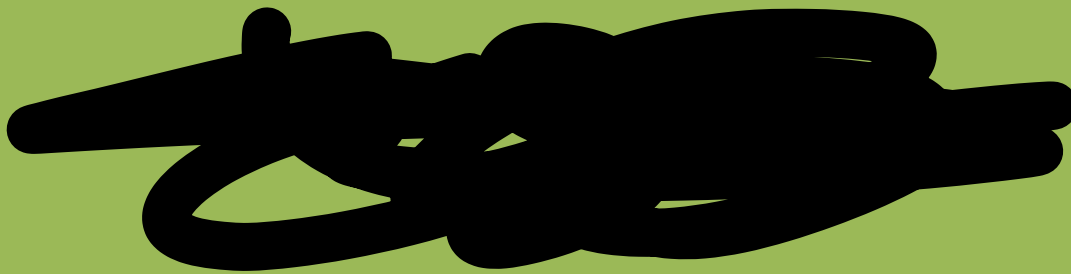
Patience

Consistency

Diplomacy

Conflict resolution

- Working in the Central Securities department within the Data Remediation and NPL Team on completing the review and delivery of security documents for loan sales of non-performing loans: including due diligence before and after the loan sale is completed.
- Analyzing, reviewing and inspecting documents in order to collect and convert data. Performing admin roles such as mailbox, organizing deliveries and meetings.
- Proficient using Microsoft programs such as Excel. Communicating with internal and external stakeholders via email or over the phone.
- Learning new job specific programs. Working in line with SLAs and deadlines, prioritizing workload. Managing queries and complaints.
- Working initially as a part of a small team and a large team collectively.
- Dealing with/reviewing and following up on Solicitors correspondence with the objective of getting mortgage and title deeds obtained for approval in order to have the Solicitors' undertakings discharged.
- Following up on outstanding Solicitors Undertakings via a predefined process including letters. Identify cases where further assistance or collaboration with Legal support is required.
- Managing employee training for all new recruits (since March 2022) and offered continuous advice, guidance, and mentorship on duties and best practices.
- Engage with FSG Operations & Enablement teams for completion of securities tasks on portfolio loan sales.
- Identifying the location of security documents. While also Sending security items for legal review.
- Closure of security records transferred as part of a loan sale



Paddy Power, Portmarnock, Co. Dublin

Date: June 2018 – July 2021:

Position: Assistant Manager

Responsibilities:

- Offer high level of customer service and selling products/services to customers and ensure they are delivered in the right time frame.
- Manage and train new staff so they are familiar with the services and products.
- Responsible for the handling of money to and from customers.
- Work part of a team to ensure goals and objectives are met effectively and efficiently.
- Provide the available information to customers about betting rules and regulations.
- Inform customers in need of available gambling services and support systems.
- Listen and resolve any complaints and queries customers may have.
- Communicate and work with line managers to ensure daily targets are reached.
- Ensure that the opening and closing of the shop follows correct policies and procedures.
- Carry out daily and weekly reports for shops profit and loss margin.
- Establish and maintain a good relationship with both district and shop managers in order to ensure our targets for each month and year were hit.
- Ensure that the shop is ran in a smooth and efficient manner.

McDonalds, Artane Castle, Dublin 5

April 2015 – May 2018

Position: Crew Trainer Responsibilities:

- Crew Trainer – ensuring all crew new and existing are trained to McDonalds standard operating procedures
- Identifying key performance Indicators, training needs and requirements of new crew and existing crew in the store
- Monitoring all systems and procedures within the store on a daily basis including records, hourly checks of foods and quality of products
- Monthly audits of training procedures and store audits
- Intake of delivery orders on a weekly basis and recording on system
- Ensuring Customer Service is carried out in a professional manner at all times
- Restaurant Operations are adhered to by crew members at all times
- Preparation of staff and products for busy time periods during the day
- Keeping up to date with all workplace safety, security and food hygiene procedures



### **Interests & Achievements:**

• Management skills: Attended an “Introduction to management” training course in paddy power, covering the management of people and customers. It also explored how to resolve and identify any areas of conflict that may arise. I was trained in how to encourage and train other members of staff in the required areas of work such as knowledge around work and also Self- Service Betting Terminals (SSBT machines) which I was responsible for. I incorporated all of this knowledge into my daily tasks and used them to train, organize, and motivate staff members on a daily basis. I also had to train, manage and motivate all managed staff in order to ensure efficient running of the store and get the most out of each member of staff.

• Leadership and responsibility: for many years I have ran a scouting Ireland group in my local area. Taking care of many youths and helping them achieve their goals means that I am extremely reliable and can handle responsibility. Organizing trips, fundraisers etc. mean that I have many leadership skills and I am capable of planning organizing and motivating others. I have also had to lead by example in the Paddy Power store as assistant manager and ensure myself and all managed staff followed correct protocol and procedures.

• Great eye for detail: my team lead has given me responsibility for 2<sup>nd</sup> checking the contents of deeds packs and organizing the issuing of documents to external Solicitor. I also liaise with them to return deeds packs back to the bank within the prescribed SLAs. I have great communication skills and work with various AIB departments, external partners and purchasers of the loan sales to assist them with queries; dealing with different types of issues and resolving the same in a timely manner. The project environment is an ever changing landscape with many ad hoc requests, which requires me to be agile, moving from one set of tasks to others at short notice

• Problem solving: Working within Project Team in Central Securities, dealing with BAU which entails answering requests from various AIB teams and queries that may arise, and arranging the sending of packs to external solicitor and partners within a prescribed timeframe set out within AIB. Second checking items to ensure they are correctly remediated, liaising with other departments and external partners in relation to post-sale items and any queries they may have. Furthermore, following up all queries and complaints in a timely manner. It’s essential to guarantee that any issues are fully resolved in a fast and efficient manner.

Communication Skills: Constantly communicating with potential customers and coworkers is a critical part of my sales position. I properly inform potential customers on the qualities of that product or service, as well as how it can improve their lives. It is vital that this is carried out correctly as I am the face(or voice) the customer relates and interacts with. I am the image of the organization in the eyes of its customers, making charisma and effective communication even more important. Confidence, Enthusiasm and Good communication skills are key to get potential customers interested in the products I am selling and to maintain a good company image.

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