

University graduate, rugby player, Northern Irish English and Spanish speaker

SUMMARY

After returning from 5 months travelling and working in Mexico and Colombia I am looking for a job that I can combine my love for sales and Spanish. I would love to move to Madrid to find this balance there- where I can continue to improve my Spanish and professional skills. I entered the sales world last year and immediately landed on my feet and loved it. I am ready to move to Madrid as soon as I find an opportunity for work and I plan on staying there long term.

EDUCATION

University of Leeds 2015-2019 Middle Eastern Studies (Class 2:1)	Regent House: A Levels Art, Spanish, Economics GCSE: English, Maths, Science, History, Spanish, HE, Art, RE	The TEFL Academy : Certificate in Teaching English as a Foreign Language , Level 5, 168 hours
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WORK EXPERIENCE

Sales and Account Management

Radius Payment Solutions

March 2021- March 2022

In this job I was responsible for the full sales cycle. I used different methods to self source leads, for example going out onto the roads or finding niche google tactics. The vast majority of the sales were made over the phone and account management was also done through this way too. This was my first sales job and I loved it. After 6 months I was 1 of 2 agents chosen from all of Ireland to receive a promotion to sell additional products. I was also responsible for account management and retention of customers for 1 year after initial sale.

Customer Service Agent- Test & Trace

SITEL-working from home

December 2020- February 2021

The focus of this job was to reach as many customers as possible while using my communication skills to obtain and convey accurate, sensitive information. I had to be calm and professional while remaining empathetic and comforting to people in many difficult situations. My phone and technology skills have improved with the adaption to working from home. I appreciated the opportunity to work for an important and valuable cause during the pandemic, I even was able to enjoy developing meaningful relationships with my colleagues despite never having met in real life.

Food Service- Front of House

Boojum – Chichester Street Belfast

October 2019- June 2020

I absolutely loved working at one of Belfasts' most iconic, busiest 'fast food' restaurants. The challenging, fast paced environment with such a high reputation excites me and motivates me to maintain a high standard. I am really proud that while working here I represented my colleagues at upper level staff meetings. I also played an instrumental part in negotiating between the Union and entire staff team by creating a space for the entire Belfast team to communicate together with the ultimate aim of ensuring myself and my colleagues were treated fairly through various stages of COVID-19.

Food service- Front of House

Rola Wala - Leeds

September 2017 to June 2019

The focus at this job was working as quick as possible to serve hot food down a line as a team. I thoroughly enjoyed the challenge while maintaining presentation standards as well as portioning. I also served alcoholic drinks and operated the till. When the business was quieter, I kept myself busy with other preparation and cleaning jobs. I enjoyed working here during my second and third years of university as it helped me to prioritise and organise my time and I was grateful to have somewhere to focus my energy other than my studies. I have also worked at festivals with this company.

Traffic Marshall

CTM- Cash and Traffic Management - UK

June 2016 to August 2017

This job included working at festivals where I would assist vehicles with directions and parking. Long hours in the elements and a lot of patience was required. I was also responsible for handling large amounts of cash from ticket selling. I had to quickly adjust to new environments and responsibilities, so a lot of initiative and perseverance was necessary.

Customer Service Advisor

Teleperformance - Bangor

December 2016 to May 2017

While primarily focused on customer service this job has also enhanced many other skills. I had to meet productivity and quality targets. Systems had to be adhered to rigidly and I also learned computer and IT skills as I was promoted to the email team. When working on this team I needed to write formally and was required to handle escalations. This job required an ability to problem solve using taught information and also an applied level of initiative.

English Teacher

Project Trust - San Pedro Sula

August 2014 to August 2015

In this position, I was responsible for creating and personally implementing the first English curriculum for all of the primary schools within the district. This involved working from grades 1-6 and altering the curriculum according to each class and schools' unique strengths and weaknesses. Challenges within this job included working with a variety of ages and abilities within one classroom while also paying extra attention to the children that were struggling with undiagnosed learning difficulties. All of this was done through my second language Spanish.

SKILLS

Negotiation and representation: I participated in meetings with senior members of my University school for 2 years as a course representative. I also worked alongside Unite the Union to represent my Boojum colleagues in the face of COVID-19. I am an advocate for equality and inclusion and I believe in creating safe spaces for everyone.

Team player: Playing rugby since I was 13 for Bangor RFC, then my University team and now North Down Women has taught me immeasurable team playing skills. Also working as a small team in the hospitality industry means team work comes naturally.

Time management: At University I juggled extracurricular activities, part time work and deadlines. Since graduating I made time for Crossfit and rugby alongside full time work. My refusal to be late for anything means that I have learned to plan my days to the hour. I also learned strict time management skills from meticulous lesson planning.

Linguistic: I have reading, written and speaking skills in both Spanish and Arabic

Public speaking: I have learned public speaking skills through numerous presentations while at University and

also through teaching English to adults and children.

Leadership skills: My time spent as a teacher and obtaining my TEFL enabled me to expand my leadership skills. I helped to train new starts at Rola Wala and was an important port of call for my team members to help with problem solving.

Referees gladly upon request