

# Therly Kabs

Ireland | 083 898 7478 | therlyk@gmail.com

## Work Experience

### Ladbrokes, Newbridge, Co. Kildare

*Customer Service Manager* – Permanent | Oct 2025 – Present

- Operating tills, bet stations and cash handling
- Submitted betting slips and payouts
- Handling money and customer data responsibly.
- Using the shop's betting terminals, touchscreen systems, and online betting software.

### HSE Ireland, Dr. Steeven's Hospital

*Intern in AI and Automation (Hybrid)* | Jan 2025 – Aug 2025

- Assisted with inventory data management using Excel.
- Designed Microsoft Forms and automated workflows with Power Automate.
- Supported staff with CRM issues using Dynamics 365.
- Participated in daily meetings and contributed to SOP development.

### Zazzle Ireland (Remote)

*Customer Service Representative – Seasonal* | Nov 2021 – Jan 2022

- Handled customer queries across phone, email, chat, and social media.
- Processed orders, tracked deliveries, and resolved discrepancies.
- Assisted with training and mentoring new agents.

## Education

### Technological University Dublin (TUD)

BSc (Hons) Information Technology Management

### Piper's Hill College, Naas

Leaving Certificate