

Contact HR Consultant for CV No: 341027

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**Educational Details**

Primary & Secondary Education:

**1978 – 1992 Christian Brothers College, Wellington Road, Cork, Ireland.**

Qualification: Leaving Certificate

Third Level Education:

**1992 – 1995 University College Cork, College Road, Cork, Ireland.**

Qualification: Bachelor of Arts – Joint Honours Degree in Geography & Sociology

**1996 – 1997 University of Limerick, Limerick, Ireland.**

Qualification: Graduate Diploma in Business Administration

Certificate Courses:

**July 1997 Regional Office Training Centre, North Mall, Cork, Ireland.**

Qualification: T.E.F.L. Certificate & A.T.T. Preliminary Certificate

**Sept. ’03 – Dec. ’03 W.S.E.T. International**

Qualification: Wine and Spirits Intermediate Certificate

**August.’16** **Responsible Trading Certificate**

**Work Experience**

**Jan.’16 - Present**

**Feb.’10 - April’11 Galvins Carry Out Off-Licence/Cash and Carry, Cork**

Position: Assistant Manager

Duties **Customer Service** Ensuring the customer is very satisfied with

the service and product provided. Communicating the products

on offer and advising appropriately.

Taking charge of any dissatisfaction.

**Staff Training -** Training in the use of equipment, increase

knowledge of products.

**Marketing** Contacting and communicating with others

companies so as to increase sales and awareness of products

on offer which also involves organizing events within the

company and in-shop and window marketing.

**Quality Control** of products by ensuring stock rotation and the

quality of the products. Maintaining a high level of cleanliness.

**Nov.’13 – Dec.’15 Paddy’s English Centre, Rio de Janeiro, Brazil**

Position: Founder

Duties **Provide leadership** to be the person that others can turn to so

that the company could move forward and that everyone was

working in unison.

**Communication** both with the employees and clients, this was

an essential part in motivation and marketing.

**Budgeting and Target Management**, whereby we set the

budgets and surpassed targets within the first six months.

**Training**, ensuring everyone knew their role and what was

expected of them and the standard expected.

**Marketing,** making sure the public knows about the company

and how to contact it was an essential part in the growth of the

company.

**Motivation** for both employees and clients, giving them belief

in the system and reasons to improve and persevere.

**English Classes**; Business English, English for specific purposes and conversational English in the school and on site at oil and gas off shore support companies such as Aker Solutions, DeNadai, Alimentare and SamOffshore

**Nov.’12 - Set.’13 Baker Hughes – Pressure Pumping, Rio de Janeiro, Brazil**

Position:Supply Chain, Order Management/LAM Part Number

Administrator

Duties **Procurement** -National and international procurement of in house (Baker Hughes to Baker Hughes) products in the pressure-pumping sector. Using SAP to convert and provide information for clients.

**Communication** to keep the clients informed of the where abouts, delays and costs

**Negotiating and Managing clients’ expectations**, problem solving to ensure that both economies of scale were taken into account while at the same time attaining prompt delivery of items.

**March.’12 - Oct.’12 Strategia Finance Group – Rio de Janeiro, Brazil**

Position: Client Relations Manager

Duties **Communication** Contact possible clients to inform them of the company, explaining the services we provide and how that may benefits **Follow up** contact with our clients to see that they are happy with our services and see where it might be possible to work with them again. Providing spreadsheets to managers to show progress

**July ’04 - Oct’09 Ulster Bank, 88 Patrick Street, Cork.**

Position: **Customer Service Officer in the following areas;**

Duties: **Credit card controller** meant managing credit cards within the

branch, increasing sales and satisfaction with in-store credit

card customers. Organizing and giving internal meetings to

increase up-take of cards. Following-up on queries and

complaints.

**Customer Service Advisor;** Responsibility for managing complaints and queries from clients. Ensuring staff followed up on queries they received. Responsible for contacting and meeting customers to ensure they were satisfied with the process and again to ensure they were satisfied with the outcome. Monitoring and up-keep of service.

**Financial Planning Coordinator**, increasing foot-fall and then, on increasing the quality of meetings with the advisor. This required customer-care calls in which we advised them according to their needs. Organizing in-branch group meetings and organizing staff to ensure coordinated effort and information quality

**Customer Service Officer** included cash desk tasks, increasing sales, calling to companies, setting up in-store promotions for employees of the stores and hotels. I was a member of a team involved in ‘University promotion days’ increasing accounts while also promoting the bank and the services provided by the bank and its departments.

**Oct. ’03 - July ’04 A.I.B., 66 South Mall, Cork.**

Position: Securities Unit, Currency Exchange Department and Cash Hub

Duties: Administration & handling of large amounts of currency.

**June ’03 – Sept. ’03**

**July ’02 – Dec. ’02 Nations, Nations House, 14 Parnell Plc, Cork**

Position: Business English Teacher

Duties: Teaching, tour organiser & guide.

**June ’00 – June ’02 Opening English School, Av.Verge de Montserrart 46, El Prat, BCN, Spain.**

Position: English Teacher and Business English

Duties: Teaching, administration, pupil follow up, class organisation and prep.

**June ’99 – July ’99 Cork English College**

Position English Teacher

Duties Teach English to foreign school students.

**Sept. ’98 – April ’99 Inlingua, Via Goldoni 2a, Parma, Italy.**

Position: English Teacher

Duties: Teaching, class organisation and prep.

**Sept. ’97 – June ’98 The Wall Street Institute, Via Brigati Lupi 6, Bergamo, Italy.**

Position: English Teacher and Business English Teacher

Duties: Teaching and preparation

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