

# Emma Downey

Donabate, Co. Dublin | 08316046270 | [www.linkedin.com/in/EmmaDowney](http://www.linkedin.com/in/EmmaDowney) | emmajanedowney@gmail.com

## EDUCATION

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### University College Dublin

09/2022 - 06/2026

Candidate for BA of Commerce International in Business, Minor in Italian, and Law. On track for a 2:1

### Loreto Secondary School Balbriggan

09/2016 - 05/2022

Leaving Cert 2022 (7 honours subjects)

Business (H1), Biology (H1), Physical Education (H1), English (H2), Irish (H3), Math's (H4), French (H4)

### Università Bocconi, Milan

Scheduled to begin Erasmus in Milan for the 2024/2025 academic year as part of my degree.

## PROFESSIONAL EXPERIENCE

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### Waitress | *Rifugio boè del Gruppo del Sella, Dolomites, Italy*

July – August 2023

- Adapted quickly to a fast-paced service life independently at 2300m whilst simultaneously improving my Italian.
- Effectively engaged with customers along with collaborating with a multilingual team, showcasing strong language proficiency and ability to integrate into various culture environments.
- Showcased precision in order taking, minimising errors and ensuring customer satisfaction.

### Part-time Office Assistant | *Downey Planning & Architecture*

June 2021- October 2022

- Competently managed office tasks on a part time basis, assisted in scheduling meetings and events under the Office Manager - Ms Jess Martin, highlighting strong organisational and time management skills.
- Demonstrated attention to detail in accurately logging project hours, document preparation and completing other general office administrative tasks.
- Managed office supplies and equipment, ensuring sufficient stock for seamless operation.

### Sales Assistant | *Brown Thomas*

October 2022 – January 2023

- Demonstrated ability to consistently meet sales targets through comprehensive product knowledge to actively engage clients and leveraging upselling techniques to overall increase sales.
- Maintained an organised shop floor and replenished floor stock to maximise product availability for clients.
- Cultivated strong client relationships by providing attentive customer care leading to a higher rate of repeat business.

## LEADERSHIP EXPERIENCE

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### Peer Mentor | *University College Dublin* (September 2023 – May 2024)

- Developed detailed mentoring materials along with conducting monthly in person check in meetings.
- Established communication skills by developing active listening and communicating complex information clearly to support 1<sup>st</sup> year students.
- Built critical thinking skills to address challenges faced by mentees and adapted strategies to meet individual needs among the group.

### Senior 1A Hockey Capitan | *Loreto Balbriggan* (2020 – 2022)

- Embodied a strong work ethic with high levels of dedication, inspiring teammates by setting a high standard through personal examples.
- Displayed resilience in the face of losses by fostering an atmosphere of open communication, team unity, sportsmanship along with encouraging a positive outlook and learning from setbacks with a constructive mindset.

### Student Council | *Loreto Balbriggan* (2018 -2020)

- Identified student concerns by initiating the creation of summer shirts, through various meetings with administration, highlighting negotiating skills in a professional setting.
- Coordinated annual food drive for St. Vincent de Paul, illustrating event management skills by organising collection points, promotion, goal setting, research, and volunteer recruitment.

- Committed to weekly meetings in a synergetic environment, by interacting with fellow members who brought diverse opinions and collaborating in creating positive outcomes for the student body.

## **SKILLS & ACHIEVEMENTS**

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### **Certificates:**

- *DCU CTY Ireland Correspondence course in Legal studies*– this course ran over 8 months covering a range of areas in law including The Purpose of Law, The Irish Legal System, The Irish Constitution and Advocacy (2020).
- *Bloomberg Market Concepts* - is a self-paced, e-learning course that provides an interactive introduction to the financial markets using the Bloomberg Terminal covering 8 areas including equities, stock options and commodities (2022).

### **Languages:**

French (Intermediate), Italian (Intermediate), Spanish (Beginner), English (Native)

### **Activities:**

- Volunteer Portrane Hockey coach u10s.
- UCD Ladies Hockey club member.
- Leinster Hockey development program (2016-2019).
- Active participant in Commerce and economics society UCD and Law society UCD.
- Student enterprise Ireland BBSitus.com (2020).

### **Awards:**

- Outstanding Student award Loreto Balbriggan (2018,2019,2022).
- Gaisce Bronze award (2020).
- Maynooth University Excellence in Junior Cert Business award (2019).