**Leah Ruane**

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**Summary**

I am a very outgoing person that enjoys meeting new people. Being the eldest of four and having captained teams previously, I have demonstrated good leadership and communication skills. I love a challenge and never fail to rise to one. I apply myself well to the task at hand and take pride in giving my best to any job

**Experience**

Blackrock Cottage August 2023 to Current

Waitress
Salthill, Galway, Ireland

* Work part-time as a waitress on a flexible schedule, providing service at both evenings and mornings. As well as extra hours over the holidays.
* Answered phones politely and promptly while accurately recording and confirming reservations.
* Train new servers on customer service, menu knowledge and handling cash
* Resolving customer complaints promptly, escalating larger operational concerns to management
* Constantly developing and improving my customer service skills with the variety of individuals included in the heavy flow of clientele that the restaurant attracts.
* Processed cash, credit card and voucher payments using POS terminals.

O'Leary Insurances August 2019 to September 2019

Account Administrator
Liosban Business Park, Tuam Road, Galway

* Preparation of Commercial Clients Renewal Files
* Review and update Client Claims Experience
* Preparation of Commercial Renewal Letters
* Assist in Allocation of Renewal cases to Staff

Sophie's Rooftop Bar at The Dean Hotel August 2022 to June 2023

Waitress
Prospect Hill, Galway

* Contribute to the fast-paced, efficient and intense working environment as part of the waitressing team
* Delivered friendly and fast service to process high-volume food and drink orders at peak times.
* Retained knowledge of current menu selections for accurate, reliable customer guidance.
* Optimised customer experience, serving each guest with sincere, positive and enthusiastic attitude

Breast Cancer Society July 2019 to July 2019

Breast Cancer Volunteer
Galway

* Selling tickets and Fundraising money to contribute to increase the donations put towards the society
* Raised awareness surrounding the issue of Breast Cancer

**Achievements and Skills**

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| * Selected to compete in the Mooting Internal School of Law Competition for University of Galway
* Qualified for a place in the final eight teams out of eighty teams in our year. My team represented on behalf on the appellant and argued against the opposing team in front of Judge Comerford.
* This practice developed my experience in public speaking. It honed my skills in communication and problem solving, resilience and adaptability were essential in exceeding the competition.
 | * Selected as the Captain of the Connacht Schools hockey team in 2018
* Selected as the Captain of the Senior Schools hockey team in 2022 and Vice Captain in 2021
* These roles allowed me to develop leadership skills
* Exhibited excellent teamwork and a strong work ethic by promoting enthusiasm and determination amongst team members.
* Effectively communicated with a diverse group of athletes, coaches and referees in order to resolve any conflict.
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**Education**

University of Galway

BCL Law

* My current grade average 59.5%. I am confident I will increase this to a 2:1 average by the end of this academic year.
* Currently in Second Year
* Player for the NUIG 1 Women's hockey team, currently competing in the EYHL & Irish Trophy

Salerno Secondary School

2016 - 2022

Salthill, Galway

* 542/625 points (3x H1, 2x H2, 1x H4)
* Captain of the Senior Hockey Team, leading the team to win the Connacht Cup Final and further place 2nd in the All-Ireland Final
* Coached both 2nd & 3rd year students in after school hockey training for the academic year of 2019-2020

**Interests**

* I enjoy long distance running. I run distances between six to twelve km at least four times week and aim to complete my first half-marathon this summer
* I enjoy all types of sport in particular my most successful sport: hockey. I play Gaelic also, previously playing at both county and senior club level
* I take an interest in music and its history. I play guitar and piano. I take time to read novels relating to music and the many music bands of the past