**CURRICULUM VITAE**

**Nicola White**

2 Casement Green, Finglas West, Dublin 11

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**Profile:**

I am a very hard worker and work very well as part of a team or on my own initiative when required and show loyalty in the workplace. I am honest, reliable, diligent, and punctual. I thrive on getting any job done to a high standard and adapt to new tasks quickly and efficiently. I have excellent communication and organisation skills. I am enthusiastic and enjoy meeting new people.

* Excellent Telephone Manner
* Strong team player
* Great Organisational and Communication Skills
* Customer Service
* Excellent Computer Skills
* Strong Excel, Adobe, and MS Office Skills

I would like to take this opportunity to thank you for reading my c.v. I will look forward to hearing from you in the near future.

**Employment History**

**Pre School Assistant (Work Experience)**

Date: Nov 2013 – Nov 2013 Company: Naionra Ui Earcain

Mellows Road WFTA Hall

Finglas West

* To assist with the planning of the curriculum by providing safe, creative and appropriate educational opportunities for all children within an inclusive environment,
* To teach children, offering an appropriate level of support and stimulation.
* To ensure that activities are carried out in a safe and responsible manner in accordance with statutory responsibilities, and to advise the pre-school leader of any concerns over children, equipment etc
* To undertake any other reasonable duties as directed by the Pre-school leader, in accordance with the pre-schools objectives.

**Telesales and Retention Agent**

Date: April 2014 – March 2015 Company: Eircom

1 Heuston South Quarter,

St. John’s Road, Dublin 8

* Working as part of the sales team to develop both new and existing markets
* Liaising with customers to answer and resolve their queries
* Maintaining a database of customer calls and identifying their needs and requirements
* Coordinating with accounts receivable team in collecting balances
* Answer customer inquiries regarding products or services
* Strong knowledge of Eircom’s Products & Services, i.e. Broadband, Emobile and TV Packages
* Increased customer loyalty, retention & satisfaction

**Senior Payroll Specialist:**

Date: July 2015 – August 2019 Company: CAE Parc Aviation

Unit 2, Woodford Business Park,

Santry, Dublin 17

* Assisting the Team in the preparation and processing of our monthly payroll, gathering information based on specific timelines and the needs of clients and 2000 contractor personnel.
* To ensure the pilots insurances are documented on our reports and that the correct amounts are added/deducted from their pay sheets each month. Insurances included BUPA, TTD & Loss of Licence.
* Deal with telephone and email queries from contractors in an effective and courteous manner
* Dealing with banks to ensure quickest resolution of any issues that arise
* Coordinating with accounts receivable team in collecting balances of invoices.
* To receive and input all clients bank details onto our payroll system.
* Working to the deadlines set daily, weekly, and monthly
* To release the monthly payroll at the end of each month and ensuring all figures match our records.
* Ensuring to complete each task to the highest standard to ensure client satisfaction.
* Deliver presentations to a multitude of clients.
* Train in our new team members
* Liaising with the Legal Team to ensure all pilots contracts were correct.
* Experience using Sage Micropay & Sage 50

**Receptionist:**

Date: October 2019 – May 2020 Company: Glasnevin Academy of Music

210 Botanic Avenue,

Northside, Dublin 9

* Book new students in for music lessons
* Deal with telephone and email queries from students
* Coordinating with students and parents in the collection of fees
* Update system records (concerts, fee collection, new students etc)
* To ensure that all lessons are carried out in a safe and responsible manner in accordance with statutory responsibilities
* Sales: Assist in the selling of instruments and books to students and customers
* Key Holder: Responsible for opening and closing of the shop

**Sales Assistant**

Date: 03rd November 2021 – Present. Company: Dunnes Stores, Charlestown Shopping Centre, Finglas, Dublin 11

* Engaging with and helping customers with any queries they may have.
* Stocking the shelves.
* Preparing, baking, and packaging floor items for sale.
* Ensuring high standard hygiene, health and safety standards are met at all times.
* Maintaining floor sales for the bakery.
* Provide excellent customer service and support by offering assistance in a professional manner.

**Training / Education:**

**Criminology and Crime Psychology Diploma**

Date: 2017

Grade: 74% Distinction

**BA in Counselling and Psychotherapy Certificate**

Date: 2018-2019

Grade: Stage 1 Complete – Higher Certificate

**BA in Civil Law & Society**

Date: 2019 – April 2022

Grade: N/A – results in April

**Additional:**

* Leaving Certificate Successfully Passed
* Distinction in Transition Year
* Charity Work for St. Vincent De Paul and Enable Ireland
* D.I.Y Transition Year
* Involvement in Mini Company
* Diploma in Criminology and Crime Psychology
* Certificate in Counselling and Psychotherapy
* First Aid Training
* Currently in Year 2 of 3 in ‘Civil Law & Society’ in DCU

**References:**

**Name: Position: Company Email:**

Sonya Mangan Manager G.A.M glasnevinacademyofmusic@gmail.com

**Name: Position Company Telephone:**

**N/A** HR Department CAE Parc Aviation 018161777