**Name: Ori Quinn**

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***Personal Statement***

I have first-rate analytical and organisational skills, as proven by my degree results (predicted 2.1) to date in my Business and Management degree in Maynooth University. I have developed excellent interpersonal and team working skills from efficiently working in teams in both my work and educational roles. I have also developed valuable leadership and communication skills from successfully leading teams and group projects in university. As a pro-active and driven person, I am continuously seeking new experiences through my love of learning and development.

***Education:***

Sept. 2020 - Present Maynooth University, Maynooth, Co. Kildare.

***Bachelor’s degree in business and management Predicted Grade: (2:1)***

*Relevant Modules: data management – 74%, macroeconomics – 82%, marketing management – 64%, introduction to law – 68%, introduction to law II – 60%, criminal law – 61%,*

Sept. 2016 – June 2019 St. Columba’s College, Stranorlar, Co. Donegal..

***Leaving Certificate 2019 Points achieved: 402***

***Employment and Experience:***

**Jan 2023 – Present Lana Asian Street Food,** Maynooth, Co, Kildare, Ireland.

**Title of Position:** Server

**Responsibilities**

* Using expert knowledge of the restaurants’ offerings to advise and fulfil customers’ interests and demands.
* Processing payments, communicating with co-workers and kitchen staff to effectively coordinate restaurant operations.
* Solving consumer problems and complaints, through effective listening and application of knowledge tailored to the customers’ needs.

**Experience Gained:**

* The ability to adapt to sudden changes in the working environment and to make rational decisions under highly pressurized circumstances.
* Furthered capability to empathise with customers, and to take initiative while tailoring actions to their specific needs.
* Enhanced public speaking and written/verbal communication skills.

**June 2022 – August 2022 Atlantic Fish Company,** Back Bay, Boston, USA**.**

**Title of Position:** Host/Front of House

**Responsibilities:**

* Customer Service - ensuring highest level of quality customer experience in highly pressurized situations.
* Administrative and Organisational tasks – handling and organizing reservations in person and over the phone, facilitating guests’ requests and answering queries, accounting for tips and their distribution.
* Training – enabling new recruits to adjust to new role and settle into the team through physical demonstrations and teachings, combined with thorough communication.

**Experience Gained:**

* As a member of a close knit and multi-functional team, I have developed excellent teamwork, communication and interpersonal skills.
* Refinement of high level customer service in a 5 Star, customer-facing role.
* Advanced my problem-solving skills, as I dealt with the occasional dissatisfied customer.
* Expanding my range of capabilities in a rotating role that involved various tasks and functions.
* Gained valuable experience in training and supporting the transition of new employees into the team.
* Ability to multi-task and complete various functions and roles simultaneously.

**June 2021 – August 2021 McDonald’s Letterkenny,** Letterkenny**,** Co. Donegal**,** Ireland.

**Title of Position:** Crew Member

**Responsibilities**

* Safety and Cleaning - ensuring highest level of safety and cleanliness in the restaurant through physical cleaning and labour, and adherence and enforcement of safety regulations and restaurant policies
* Customer Satisfaction – enabling the best possible experience for customers by greeting them with a smile, taking orders through the drive-through, making and packaging orders in all areas of the kitchen, and serving customers dining in the restaurant

**Experience Gained:**

* Functioning in a fast-paced and high pressure working environment.
* Operating and maintaining restaurant equipment.
* Working and communicating effectively in a dynamic team.
* Prioritization of tasks.
* Ensuring safety and quality within the organisation.

***Interests:***

* I love staying fit and keeping active, and regularly attend the gym. My passions within the gym pertain to lifting weights, cardio, and core. The gym has empowered the development of my discipline and appreciation for hard work to ensure results, while demonstrating my dedication and work-ethic.
* The premier league and soccer in general are one of my greatest passions. I’m an enthusiastic Arsenal FC supporter, and have cultivated my mental strength and commitment through following the team.
* Travelling is another desire I hold, having lived/travelled across various parts of the United States, the UK, and Ireland. Being well-travelled has enhanced my ability to connect to others, adapt to adverse and new environments/experiences, and my overall cultural awareness.
* I am an avid reader and enjoy various genres of books, which I feel helps broaden my knowledge base and satisfy my curious nature.

***Additional Skills and Achievements:***

* Proficient in use of software such as Excel, MS Word, MS PowerPoint
* Full Driving License
* Intermediate level of Spanish

***Referees:***

Edward O’Connor, Restaurant Management,

Human Resource Lecturer, Atlantic Fish Company,

School of Business, 761 Boylston St, Boston, MA

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