Alannah McDonnell

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EDUCATION HISTORY

**BBL in Business and Law** 2015- Current

*University College Dublin*

* Second Class Honours with a **GPA of 3.33**

**Relevant Subjects;**

4th Year:

3rd Year: Company Law I (B), Employment Law: Rights (B), Intellectual Property Law (B)

2:1

2nd Year: Negligence (B+), EU Constitutional Law (C), Criminal Liability (B-), Nominate Torts (B+), EU Economic Law (B+), Criminal Offences and Defences (B), Marketing: Firms, Customers and Society (B-)

2:1

1st Year: Constitutional Law (B-), Constitutional Law – Fundamental Rights (B+), Contract Formation (B+), Contract – Vitiating Factors and Remedies (B+), General intro to Comparative Legal Studies (C), General intro to the Irish Legal System (B)

2:2

**Leaving Certificate, Holy Child School** 2009- 2015

*Killiney, Co. Dublin*

* 6 subjects at Higher level 1 at Ordinary level; Spanish A1, Irish B1, English A1, Classical Studies A2, Biology A2, Maths A1 [ordinary], History A1. **Points: 565, ranking in the top 3% nationally**

EMPLOYMENT HISTORY

**Waitress & Supervisor, Tramyard Kitchen** May 2017-Current

* Delivering excellent customer service by use of exceptional communication skills
* Using initiative to deal with any issues that arise
* Anticipating customer needs and catering to those needs in a professional manner
* Dealing with customers and suppliers over the phone and in person

**Sales Assistant, O’Briens Wines** November 2015 -June 2016

* Implemented good service and sales tactics in order to help maximize sales
* Utilized interpersonal skills to ensure customer satisfaction
* Undertaking constant training in order to provide specialised product knowledge
* Employing a results driven approach to achieving and exceeding weekly sales targets

**Telesales Intern, Elavon Merchant Services** November 2013-December 2013

*Elavon is a major processor of*[*credit card*](http://en.wikipedia.org/wiki/Credit_card)*transactions operating as a subsidiary*[*U.S. Bancorp*](http://en.wikipedia.org/wiki/U.S._Bancorp)

* Delivered sales pitches to potential new clients
* Organised and presented data in a methodical manner through the use of Excel
* Dealt with potential clients via email
* Call listening

KEY SKILLS

**Technical Skills;**

* Proficient in Excel & SAP business One
* Certified in ECDL

**Communication Skills;**

* Confident at communicating through written word and presentations with an array of experience from college assignments, debating and a multitude of experience working in consumer facing roles.
* Completed a series of speech and drama exams.
* Partook in debating in secondary school.

**Teamwork;**

* Strong background in group collaboration in both a college and working environment, with the ability to either take the lead or collaborate as part of a large group.
* Collaborated with fellow classmates to undertake projects.
* Play football as part of a team as often as I can.
* HIT group training with F45.

**Linguistic Skills;**

* Natural affinity to languages speaking Spanish and Irish at a proficient level and having studied French at a beginner’s level.

**Organisational Skills;**

* The ability to manage my time effectively and work to deadlines in a rigorous fashion, this skill has been honed in by maintaining a part time job throughout my studies.

ACHIEVEMENTS

* Recipient of the UCD entrance scholar award, UCD, First Year- Award recognising High Leaving certificate points
* Recipient of the Bronze Gaisce award
* Selected for volunteer work in both Kenya and Lourdes

REFERENCES

Paula White, HR Manager,

Riverside 2,

Sir John Rogerson's Quay,

Grand Canal Dock,

Dublin 2,

D02 KV60

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Caroline O’Brien, Principal,

Holy Child School Killiney,

Military Road,

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