

**Personal Details**

**Home Address:** Wallaces Road, Blackrock, Dundalk, Co. Louth.  
**Contact Number:** 087 3644027

**General Education**

- St. Vincent's Secondary School, Dundalk, Co. Louth. 2002-2006
  - Institute of Education, Dublin 2. 2006-2009
- Leaving Certificate 2009 (**520/600** points received)  
*Subjects:*  
*Irish, English, Mathematics, French, Chemistry, Geography, Agricultural Science and Physics.*

**Undergraduate Education**

- Bachelor of Science (B.Sc. Physio (Hons)) in Physiotherapy  
University of Dublin, Trinity College Dublin (2009-2013).

***Examination Distinctions***

Graduated June 2013 with Grade: 2.1 (Second class honours grade 1)

***Undergraduate Grades***

Junior Sophister: 2.2 (Second class honours grade 2)  
Senior Freshman: 2.2 (Second class honours grade 2)  
Junior Freshman: 2.1 (Second class honours grade 1)

**Postgraduate Education**

- Currently completing full-time Postgraduate Diploma in Law  
Dublin Institute of Technology, Aungier Street, Dublin 2 (September 2017-May 2018).

**Qualifications & Courses**

- Microsoft Excel Level 2 completed 2016.  
On-Track Corporate Training, 650-609 Granville St., Vancouver, BC V7Y 1G6, Canada.

- Certificate of CPR Training completed 2011.
- Manual Handling Training completed 2011.  
St James' Hospital, Dublin 8.

- ECDL (European Computer Driving License) completed 2007.

<b>Employment History</b>
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- **March 2015 - December 2016**

Human Resources Coordinator: *Retirement Concepts, 1160-1090 West Georgia Street, Vancouver, BC, V6E 3V7, Canada.*

Skills and Responsibilities: I reported directly to the Human Resources Director. I was responsible for ensuring corporate compliance with internal HR policies, practices and legislation, preparing alternatives to resolve disputes and grievances (developing initiatives and compiling data), conducting research to support grievances, arbitrations and the collective bargaining process. Within this remit I had continuous interaction with lawyers regarding employee personal injury claims within the workplace, and the provision of employment files. I was also trained in recruitment selection – resumé review, selecting and recommending suitable candidates to the appropriate department managers for interview in keeping with their particular skills and expertise, and completing reference checks.

- **November 2014 - March 2015**

Office Manager: *BC Hydro, Metrotower 1-4th Floor, 4710 Kingsway, Burnaby, BC, V5H 4M2, Canada.*

Skills and Responsibilities: I was office manager to three teams of BC Hydro project consultants and the administrative support team. My key responsibilities included preparing departmental financial reports, IT liaison, training of office administrative assistants and delegation of administrative duties.

- **November 2013 - September 2014**

Customer Solutions Agent: *PayPal, Dundalk, Co. Louth, Ireland.*

Skills and Responsibilities: Computer and telephone based support of both the North American and Canadian markets. I managed customer accounts and assisting with financial transactions as well as online purchases. I was promoted to the Fraud department in June 2014 where I dealt with customers with stolen financials and hacked PayPal accounts.

- **June 2013 – September 2013**

Temporary Clerical Officer: *Office of the Revenue Commissioners, Co. Dublin, Ireland.*

Skills & Responsibilities: Computer based administration including issuing tax credits, issuing unemployment repayments, setting up new employees with the Revenue Commissioners, facilitating termination of employment, and processing incoming cheques, together with all other general office administrative skills.

<b>Achievements</b>
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- Elected class representative in my third year of University.
- In my role in Human Resources from 2015-2016, I developed an Injury Reporting Toolkit for employees which resultingly decreased company costs. This innovation was rolled out provincially.
- Whilst in this position, I streamlined the organisation's employee *Criminal Record Checks (CRCs)* for the Canadian Ministry of Justice. My process promoted uniform compliance and consistency across twenty-five retirement facilities.

<b>Interests</b>
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- **Gym:** Member of local private gym where I exercise regularly and attend group yoga classes.
- **Travel:** I fulfilled my desire to travel upon graduation from University and toured North America before starting to live and work in Vancouver for two and a half years.
- **Driving:** I'm currently in the process of obtaining my full driver's license and will complete my test this Spring.

<b>Skills</b>
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- **I.T.:** Excellent computer skills having completed ECDL and certification in Microsoft Excel Level two with 'On-Track Corporate Training'. Extensive experience in using Microsoft Office for presentations together with report and essay writing. Very familiar with several social medial platforms.
- **Adaptability:** Gained experience across a broad range of sectors and types of employment.
- **Teamwork:** Work well independently or as part of a team. Able to motivate others and build relationships - developed through my professional experience and through collaborative participation in departmental meetings.
- **Problem Solving:** Strong analytical skills and capacity for research with proven experience in solving practical problems using creativity, attention to detail and resourcefulness.