
CALVIN O'BEIRNE

COMMUNITY OPERATIONS ANALYST/AUDITOR | COVALEN | 0866653492

EDUCATION

Masters of Law LL.M
Dublin City University,
Glasnevin,
Dublin 9
2020 – 2021

Bachelor of Law LL.B,
Dublin Business School,
Aungier Street
Dublin
2017 – 2020 (Part Time)

SKILLS & INTERESTS

Legal analysis
Problem-solving
Policy enforcement
GDPR
Typing speed approx. 75 WPM
Teamwork
Communication
Microsoft Office
High-range IQ tests
Organization

ACHIEVEMENTS

Mensa member
Dublin Marathon 2017 & 2018

LEGAL EXPERIENCE (SEPT 2017 – PRESENT)

BACHELOR OF LAW • PROSPECTIVE LEGAL COUNSEL • DBS

3 years legal training as student of DBS where I achieved a First Class Honours (1.1) Bachelors degree in Law

Core legal modules studied including company, contract, international, employment & EU law (with a focus on GDPR).

EXPERIENCE (AUG 2018 – PRESENT)



COMMUNITY OPERATIONS ANALYST/AUDITOR • COVALEN ONSITE FOR FACEBOOK

Duties and responsibilities:

- Reviewing and actioning reported content with adherence to Facebook standards and policies.
- Auditing reps' tickets in quality queues.
- Escalating urgent content to relevant departments for task-creation with continual follow-up.
- Ensuring content is actioned compliantly and in line with targets to prevent tickets going over TAT.
- Attending weekly/fortnightly policy updates to stay up to date with latest policy changes.
- Flagging content trends to other team members as well as reviewing trends flagged by others.
- Flagging policy gaps to senior management/quality team.
- Informing new-starters of correct policy procedures and actions.
- Liaising with anchor mentor to understand queue volumes to identify the most efficient action plan.



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EXPERIENCE (NOV 2017 – AUG 2018)



INBOUND INSURANCE AGENT • AA INSURANCE

Duties and responsibilities:

- Performing inbound motor renewal and new business sales for clients.
- Ensuring compliance is achieved by performing data protection checks (CPC, GDPR) and adhering to mandatory scripting.
- Gathering customer information processing orders through our payment system (Realex)
- Ensuring all interactions with customers are noted in full on Relay 360.
- Engaging in team briefs to be fully aware of the required targets that need to be achieved.
- Cross-selling membership policies to customers.
- Striving to maintain a high level of call quality and compliance at all times and in turn, passing weekly call evaluations performed by the supervisor.
- Ensuring all customer information particularly are stored securely on the system.

EXPERIENCE (FEB 2016 – NOV 2017)

Carphone Warehouse

ONLINE ADMINISTRATOR • CARPHONE WAREHOUSE

Duties and responsibilities:

- Processing, packaging and dispatching customer orders across our 3 channels.
- Gathering customer order information via cross-channel order systems and cross-referencing this against our payment system (Realex) to check for potential fraud.
- Editing the Carphone Warehouse website via our CMS (Kentico).
- Compiling daily, weekly and monthly reports on key aspects of the business for other departments.
- Liaising with other departments to ensure customer orders are processed in a fast and efficient manner.
- Maintaining steady flow of communication to future-proof against any issues e.g. stock shortage.
- Working with B2B to facilitate business orders.

REFERENCES

Gillian Ellis, (0872222114)
Store Manager (Dealz, formerly Carphone Warehouse)
Liffey Street

Maria Chedrese (0860369378)
Team Lead,
Covalen Sandyford



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