**0863537522** **Charlotte-ann Donne** **charl.donne@gmail.com**

**EMPLOYMENT HISTORY**

**Wayfair** – Fraud and High Risk Analyst **February 2017 – Present**

This position has given me invaluable and practical experience in fraud and has further influenced my decision to pursue a career in law. Fraud and White Collar Crime is an area that interested me in college and my goal in starting with Wayfair was to work in this department and gain hands on experience. This role has allowed me to develop crucial skills, such as decision making, problem solving and investigative skills. My team and I work to actively prevent financial loss, recover money where possible, and defend transactions that we deem to be legitimate. I do the monthly reports for our team, improving my reporting and analytical skills. I also facilitate training sessions for customer service and managers.

I review live orders for fraudulent activity, compile reports for our team for managers and directors, train and assist customer service in fraud related issues, I resolve minor engineering issues where a tech error has prevented a purchase order from generating, I also work with the British and German police, providing relevant information to DPA waivers.

**Wayfair –** Sales and service consultant (SSC) (UK) **February 2016 – February 2017**

As an SSC, I proved myself to be a very consistent hard worker. I had a track record of excellent metrics and problem solving ability, always taking full ownership and responsibility of a customer’s order or issue. My position as an SSC allowed me to further improve my communication skills. I was known among my colleagues as approachable, helpful and always a team player. I was also selected to complete a project for returns and finance, showing the financial impact of product returns and potential website or freight changes that could be made to reduce financial loss. This allowed me to improve my analytical and reporting skills.

In this position, I assisted customers with delivery related issues, damage complaints and product queries and I completed projects for other departments.

**Electric Garden and Theatre/Biteclub –** Senior Bar Tender/Waitress **October 2013 – February 2016**

I worked throughout my undergraduate and postgraduate degrees in the hospitality industry and I believe this was invaluable to my personal development. As a result, I am very hard working, motivated and focused.

**The College Bar NUIG –** Senior Bar Tender  **Sep 2012 – May 2013 / Sep 2013 – May 2014**

**Becketts Irish Bar and Nightclub** – Bar Tender **Oct 2011 – Aug 2012 / June 2013 – Sep 2013**

**EDUCATION**

**National University of Ireland, Galway –**LL.B Bachelor of Laws (2.1 Awarded)  **2014-2015**

**National University of Ireland, Galway** – B.A Intl. (Hons.) Law and French (2.2 Awarded) **2009-2013**

**Université Catholique de Louvain, Louvain la Neuve, Belgium** – Droit et Français **2011-2012**

**Ballyhaunis Community School** – Irish Leaving Certificate (430 points) **2009**

**SKILLS AND LANGUAGES**

* **English** – Native
* **French –** Advanced
* **Key Skills** - Communication, client service, problem solving, analytical skills, team work, quick learner, enthusiastic worker, punctual

**ACHIEVEMENTS**

* Graduate of NUI Galway with a B.A International (Hons.) in Law and French and an LL.B (Postgraduate Bachelor of Laws),
* Played for Mayo Ladies GAA 2003-2010 (Senior Mayo Ladies 2008-2009), NUIG O’Connor team 2009-2014, Brussels GAA 2013-2014 and Na Brideoga Camogie club 2009-2013.
* Participated and won in a White Collar Boxing event raising over €1,500 for Galway Rape Crisis Centre

**PERSONAL**

I consider myself to be an exercise enthusiast as I enjoy going to the gym and swimming. I also enjoy travelling and reading.

**REFERENCES**

Sarah Smith

Former Senior Operations Manager (Current: Director

of Consulting and implementation F&B UK/IRL Oracle)

Wayfair House,

Tuam Road,

Galway

Phone; 0860230999

Email; cahergalsmith@gmail.com

Claire O’Loughlin

Manager; Phone team 1 EU

Wayfair House,

Tuam Road,

Galway

Phone; 0857118198

Email; claire.b.oloughlin@gmail.com