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**Summary**

Detail-orientated Platform Experience Associate adept at making critical decisions, achieving targets and participating in the testing of new work methodologies. With significant experience in analysis and sharp problem-solving skills, dedicated to helping achieve a positive customer experience. I am now looking to achieve my long-term goal of working in the legal sector as a future solicitor. I am currently undertaking my FE1 examinations with a view to beginning an internship/trainee-ship program.

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**Experience**

Platform Experience Associate | 01/2022 - Current

**Accenture - Dublin, Ireland**

* Analysing professional advertisements on the Linkedin platform to ensure that they were inline with the company's content policies.
* Brainstorming with team members and senior members to develop and test new methodologies for reviewing content that would improve efficiency and quality.
* Undertaking additional independent training courses on areas such as cryptocurrencies, AI technology, metaverse, data protection and online security in order to broaden my personal understanding of new and emerging areas of business.
* Acting as the first line of defence against scams following a process of deactivating accounts having reported previous and ongoing attempts to deceive customers to ensure quality and reliability of the Linkedin platform was maintained.

Customer Service Agent | 09/2017 - 01/2022

**Bidvest Noonan Ltd - Dublin, Ireland**

* Oversaw the training and mentoring of new staff, ensuring that their transition into the team was as smooth as possible.
* Responsible for quality checks of all entry/exit barriers alongside pay-station machines and the general upkeep of Dundrum Town Centre car parks prior to the start of the business day.
* Ensured customer queries and complaints were addressed sincerely and properly through the correct channels, which as a general first point of contact helped ensure customer satisfaction remained high.
* Thrived in a fast-paced, ever-changing environment with energy and enthusiasm.
* Whilst in the midst of the Covid-19 pandemic helped implement safety measures and the adherence to HSE guidelines within the shopping centre.
* Engaged with customers to better understand needs and deliver excellent service.

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**Skills**

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| * Policy update/reform experience. * Gaisce Bronze award for Personal Skill, Community Involvement, and Physical Recreation. * Excellent communication and organisational skills displayed by coaching the Under 8s Lakelands Boys Football team. | * European Computers Driving Licence (E.C.D.L.). * User experience analysis. * Content quality inspections of social media advertisements. |

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**Education**

**Griffith College - Dublin | Master of Law**

International Law, 2021

* Dissertation entitled " The Alignment of Social Media Guidelines on Free Expression with International Standards."
* An in depth analysis of the ever-changing social standards regarding free speech with a specific look at the policies of social media companies viewed in its entirety through the lens of international legal protection of expression.
* Second Class Honors.

**Griffith College - Dublin | Bachelor of Law**

Irish Law, 2020

* Upper Second Class Honors (2.1)

**St. Benildus College Secondary School for Boys - Stillorgan**