**Edward Farrell**

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**Education**

* University College Dublin- Bachelor of Arts: Economics and History. I achieved a second-class honours, upper division (2.1).
* Department of Finance Economic Policy Competition 2015.

My essay was one of three to be selected by UCD to take part in the competition. The competition was a fantastic opportunity to research and write about a pertinent economic topic. It gave me the opportunity to enhance and develop my research and report writing skills.

* My involvement with numerous college societies and sports clubs allowed me to enhance the skills which are vital to building a successful career. I was a member of the UCD St. Vincent De Paul Society and the Economics Society. I participated in a soup run on Wednesday evenings with the St. Vincent De Paul Society. It highlighted the importance of communication, teamwork and working as a cohesive unit in order to achieve a common goal.

**FE1 Exams**

* I have passed all of the FE1 exams.

**Employment History**

I worked part-time in Naylor’s Pharmacy, Athlone. I held the position for five years (2010-2015). I performed numerous tasks during my time at Naylor’s Pharmacy.

* Processing prescriptions on the computer.
* Receive incoming phone calls and direct them to the appropriate individual.
* Filing invoices and other important documentation.
* Store duties i.e. working at the till and stacking shelves.
* Deliver goods to various customers.
* Cleaning and maintenance duties.
* Interact with the customers- solve any queries if possible.
* Responsible for cashing up the till at the end of the day.

I took part in the Deutsche Bank graduate programme in Dublin. The duration of my contract was six months (14th September 2015 to 11th March 2016). I gained invaluable knowledge and experience from working with a major European bank. I was working as a fund accountant in the Private Equity department. My duties included:

* Daily cash reconciliation.
* Daily pricing and positions.
* Printing and checking off the trial balances.
* Booking new transactions on the system.
* Uploading reports and sending files to the clients.
* Working at the Bloomberg terminal- obtaining the prices of securities.
* Preparing the monthly NAV packs.
* E-mail clients about important queries.

The programme gave me an in-depth look at the fundamental parts of private equity. I completed a training course in financial service markets and numerous online Microsoft Excel courses in Deutsche Bank.

I work for AIB as a Credit Official in the Insolvency and Debt Recovery Unit. I worked for AIB between March 2017-August 2019 and December 2019-present. My daily tasks and experience include:

* Managing an extensive portfolio of cases for the branch accounts and credit cards.
* Working efficiently through our credit card and branch portfolios to ensure daily targets are achieved.
* Dealing with customers directly over the phone to provide support and assistance.
* Discussing the case history with customers and offering innovative financial solutions.
* Discussing the case history and solutions with various third-party groups e.g. solicitors, accountants, liquidators and financial advisors.
* Establishing sustainable repayment arrangements for our customers.
* Prepare a variety of letters to be sent to our customers.
* Liaising with colleagues in different departments e.g. Legal, Complaints and Impaired Mortgages.
* Preparing cases for legal proceedings to be undertaken.
* Arranging for judgements to be released.
* Training new staff joining the team.
* Experience managing a team.
* I received two performance awards during my time in AIB. The awards were recognition for a significant contribution made to the team through professionalism on the phone when dealing with customers and for working a prodigious amount of cases in our portfolio.
* I was responsible for reviewing the settlement and write off applications prepared by my colleagues before they were submitted to management for approval.
* I was responsible for investigating and logging potential data protection breaches which arose in my department.

**Key Skills and Interests**

* Communication- I have developed my communication skills from working in Naylor’s Pharmacy and the banking sector. In AIB I engage with customers over the phone to provide innovative financial solutions. I have also developed strong communication skills from being involved with numerous sports teams and college societies. I am a member of Garrycastle GAA in Athlone. I was also a member of the UCD squash club.
* Teamwork- My involvement in sport and experience in a working environment demonstrates that I am capable of working as part of a team. I also understand the benefits and rewards that can be achieved through teamwork. My experience in Deutsche Bank and AIB highlighted the significance of strong team cohesion. I was a member of the Build a Bank team in secondary school that reached the national finals. I held the position of Marketing and Sales Executive. The prevalent cohesion and team spirit were vital factors in our successful campaign.
* Multi-tasking skills- I have developed my multi-tasking skills from working in Naylor’s Pharmacy and the banking sector. In Deutsche Bank I was able to liaise with IT, clients and senior department figures whilst adhering to my own personal objectives and ensuring that my tasks were performed effectively and competently.
* Research and report writing skills- I have developed my research and report writing skills from my economics and history classes in UCD. It gave me the opportunity to research economic papers and models by eminent economists. I can now apply them in a competent and effective manner. In AIB I research the history of cases and provide a summary when a settlement offer has been made for an account.
* Responsibility- My experience in a pharmacy and the banking sector shows that I am a responsible young adult. It also shows that I can work unsupervised and perform tasks effectively. In Deutsche Bank I was entrusted with the daily NAV production of the fund. I found the challenge of meeting the daily deadline rewarding and beneficial. In AIB I work assiduously to ensure our customers are satisfied with my work.
* IT- I have an extensive knowledge of Microsoft Office applications.
* Advanced Macroeconomics and Money and Banking- I achieved an (A-) in Advanced Macroeconomics and an (A-) in Money and Banking. This shows that I have strong analytical and problem-solving skills. It also shows that I have a strong interest in commercial and economic affairs.
* Customer Service- I have seen the benefits and rewards that can be achieved through good customer service from working in Naylor’s Pharmacy and the banking sector. In AIB I have seen the rewards of good customer service and the positive results that can be achieved by empathising and engaging with the customer.
* Resilience- In AIB I have developed strong resilience from working with customers in precarious financial situations.
* Project Management- I completed a class in project management during my time in UCD. Grade received- B. This class gave me an insight into the fundamental parts of project management. It helped to elucidate the logistical framework involved with projects.
* Investment Funds- I have learned a considerable amount about investment funds from working in Deutsche Bank. It gave me an insight into the fundamental aspects of private equity and the main differences between hedge funds and private equity funds.

**References Available Upon Request**