**Ellen Dolan**

**Ruane Knock Co Mayo**

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*Highly motivated, ambitious and enthusiastic Postgraduate student studying law. Recent graduate of Joint Ba in Legal Studies and Sociological and Political Studies with keen interest in pursuing a career as a solicitor. Committed to working hard within a team and providing leadership when needed.*

**EDUCATION**

**National University Ireland, Galway 2017-May 2018**

Bachelor of Laws (LLB)

**National University Ireland, Galway** **2014-2017**

BA Legal Studies & Sociological and Political Science

2.2 Grade

**St Louis Community School, Kiltimagh, Co Mayo**  **2014**

Leaving Certificate: 405 points

**CAREER HISTORY**

**Neo Restaurant, Dock Road, Galway – Waitress Sept 2017-Present**

**Duties:**

* Give excellent customer service
* Ensure all areas are completely clean and well presented at all times
* Build strong customer relationships
* Participate effectively with all team members
* Have extensive knowledge of complex food menu to be able to cater for allergy/intolerance needs
* Often only front of house staff member during shift so ability to work independently and use own initiative is crucial

**Garvey’s Inn, Eyre Square, Galway - Waitress and Barmaid**

* Extensive knowledge of drinks menus and limited edition products
* Ability to cater for large numbers of people in both the bar and restaurant section
* Have knowledge on many tourist areas near the city as tourist orientated area
* Work enthusiastically for long hours

**Lydon House Catering, Galway Races – Waitress**

* Maintained professional reputation of catering company
* Ensured all customers meals were delivered in conjunction with race times
* Delivered high levels of service in pressurised situations

**Knock House Hotel, Waitress May 2012-July 2017**

* I am used to working very well under pressure and working quickly and efficiently to provide for large, demanding crowds to provide the best customer service as possible
* My duties included serving meals to suit a professional standard, dealing with problems and issues a customer may have, having good knowledge of computerised tills to ensure transactions were carried out at a quick pace, cleaning to ensure the restaurant and kitchen were up to high standard of cleanliness and most importantly working well in a team with my colleagues
* I was committed in this employment for over five years and I am so appreciative of this as it has prepared me for all work environments as it was always a high pressure environment to work in and due to the nature of the village it was always busy

**State Examination Commission - Exam Attendant, June 2013**

* This job required the employee to be reliable and honest due to its nature
* Prepared exam hall for examsand present for students sitting exams to get any resources needed
* Ensured areas surrounding examination hall was silent at all times

**SKILLS**

* Can use computer systems very well as I have grown up using many technical devices and using computers daily in education and work – Can type 73 words per minute
* Have developed a great passion for customer service from working in the hospitality sector for previous five years and have learnt the best ways of ensuring customer satisfaction
* Developed the ability to work efficiently and effectively with people as part of a team through many of years and different experiences in employment
* Can demonstrate leadership well as often took position as supervisor in high pressure situations in the hotel
* Excellent written and oral communication skills developed through researching and writing essays, delivering presentations and class participation throughout undergraduate arts degree programme

**INTERESTS**

* I love sport and exercise. Currently a member of Planet Fitness Gym, Galway where I like to train 4-5 times a week. I have a big interest in Gaelic Football having past achievements of a Connacht title and 2 All Ireland titles with Mayo ladies
* I am a member of NUIG Law Society and Sláinte Society
* I love to travel – I Interrailed through 8 countries in Europe in June 2016 and road tripped through California, USA in August 2017

**References available on request**