




EMILY MURPHY

Graduate

CONTACT ME

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ABOUT ME

I am a highly driven and enthusiastic worker. I have just graduated from UCD and am currently studying for my FE1 exams. I have worked mostly in the service industry while attending college and have developed excellent customer service skills as well as sales experience. I have also achieved excellent academic results both at school and at university.

EDUCATION

UNIVERSITY COLLEGE DUBLIN

2018-2022

- BACHELOR'S OF BUSINESS AND LAW (2:1)

THE KINGS HOSPITAL SCHOOL

2012 - 2018

- LEAVING CERTIFICATE (540 POINTS)

EXPERIENCE

Server

Fraunces Tavern, New York (June 2022 - August 2022)

- Provided excellent customer service and menu knowledge to guests ensuring customers had a detailed understanding of the full menu offering
- Prepared table cheques and processed cash and card payments with accuracy
- Coordinated with the team, made sure the orders of each table were promptly taken and delivered as soon as they were ready

Receptionist

Dylan Hotel, Dublin (June 2021 - September 2021)

- Completed administrative tasks including taking bookings, checking guests in and out and processing financial transactions
- Answered multi-line telephone system and transferred callers, offered information, or took messages
- Resolved complaints by addressing issues swiftly and providing compensation in collaboration with housekeeping, maintenance and restaurant teams
- Provided high level customer service duties from initial greeting until departure

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SKILLS

- Proficient at Microsoft Office
- Excellent customer service skills
- Good understanding of SAP for Business and Opera Hospitality systems
- Highly intuitive
- Level 3 (IRL) in Spanish

➤ EXPERIENCE

Summer Intern

Matheson, Dublin (June 2021-July 2021)

- Attended meetings with partners from each department, gaining insight into their day-to-day responsibilities
- Worked on a team with other interns coming up with suggestions on how the company could better fulfil pro bono requirements
- Collaborated with partners, assisting them with upcoming projects

Sales Associate

Japan Tobacco International, Dublin (June 2019 - September 2020)

- Answered and handled 100+ calls daily in an enthusiastic, courteous and efficient manner Promoted products offered by JTI to existing and prospective customers
- Resolved product or service problems & handled customer complaints
- Consistently exceeded personal and team performance targets on a weekly basis
- Worked from home using company equipment during the Covid-19 Pandemic

➤ HOBBIES AND INTERESTS

- Horse riding
- Cooking
- Hiking and Running
- Padel Tennis