**Contact information:** 0838852820  
[erinotoole12@yahoo.com](mailto:erinotoole12@yahoo.com)

* I am a hardworking, reliable individual that enjoys working as part of a team. I have repeatedly shown these skills throughout my previous part-time jobs, working in the customer service industry meant I constantly had to adapt to new situations, this improved my communication skills making my input as part of a team more valuable. I have recently graduated from Maynooth University with a civil law degree, I studied business and law and achieved a 2:1

**Education:**

* **Leaving Certificate – 2021 –** points 518

**Grades:**English H3

Irish H2

Maths O1

Home Economics H2

French H3

Art H1

Business H2

Link Modules GD

* `Bachelor of law – Maynooth – law and Business
* I have completed modules in areas such as – law of equity, EU law, company law, jurisprudence, law of torts, contract law, law of evidence, administrative law, property law, constitutional law, criminal law, data management skills for business, macroeconomics for business, business models and marketing, organisational behaviour and management, operations and supply chain management and human resource management.

**Work Experience:**

* Warehouse operative – Avoca Handweavers Warehouse, Rathnew – September 2021 – December 2021.
* My role in this job was to put together Christmas hampers, this involved packing, packaging, and getting the items ready to be shipped. This job helped me develop my teamwork skills as I had to work as part of a team every day. We had to work together to ensure the hampers were made correctly and on time. This also developed my time management skills as I had to ensure the items were packaged correctly and ready to be shipped on the correct day. The hampers were packed in stages so I had to ensure my part was done quickly so it could be passed on to the next person for them to continue the process.
* Waitress/Bar staff – Woodenbridge Golfclub, April 2022 – May 2023
* In this role, I undertook diverse responsibilities, showcasing my versatility and adaptability within the organisation. I worked behind the bar serving customers drinks and working on the till, I worked as a waitress taking orders and bringing out food to customers and I worked in the kitchen as kitchen porter, washing dishes. In this job I developed communication skills by interacting with customers. While I worked here, I ensured an excellent level of customer service was provided. This improved the experience of the customers ensuring that they enjoyed their time there. This role helped enhance my collaborative and communication skills because this job had many busy events where many people were sitting eating at the one time. This was a small environment to host this many people which involved a lot of communication between the kitchen staff and the waitresses. We had to work together to ensure the food was brought out smoothly table by table on time. These are valuable skills that were essential to the successful running of these events.
* Warehouse operative – Glenhaven Foods, Arklow, June 2023 – September 2023
* In this job I completed packing of food in a fast-paced environment on a production line. I worked in many different areas of the factory and had to work quickly to ensure the company met its targets. This provided me with time management and organisational skills. Managing my time was essential in this job, as there was a lot of hygiene and safety practices with changing overalls and hairnets going in and out of the factory. I had to manage my time effectively to give myself time to change and properly sanitise my hand and boots to ensure I was on the factory floor to take over on the line for someone else, as the production line was constantly running, if I had of been late it would have affected someone else’s work. Punctuality was essential in this job role to avoid disruptions in the workflow.
* Sales Assistant – DV8, Arklow, December 2023 – June 2024
* My role in this job is assisting customers and organising orders that come in. This job involves a lot of attention to detail, this includes accurately scanning new items and ensuring the correct codes are applied. This attention to detail is crucial in preventing issues during transactions. On the shop floor, I consistently show attention to detail while maintaining standards. This involves displaying proper presentation of the clothes to align with shop policy and makes the customer shopping experience easier.
* Receptionist – Glenhaven Foods, September 2024 – Current
* My current role involves administrative and reception work. I take phone calls and transfer them to the departments required. I also upload orders to the system whether they’re phone orders or email orders. I also fix order and shipping codes and change the dates of delivery required depending on if stock will be available at that time. This job demonstrates the ability to work on my own as I complete my own tasks during the day by myself, but it also shows how I can collaborate with other members of the business by communicating for the different departments and making sure that information is delivered to the correct person at the right time in order for them to complete their work. This job requires high attention to detail and good communication and organisation skills as a result.
* I have a high standard of customer service skills and do my best to ensure they receive the highest level of care to thoroughly enjoy their experience.
* I enjoy working as part of a team and believe communication among team members is one of the most important aspects of being part of a team as a result, I participate to the best of my ability in team activities

**Other skills and interests:**

* I have a certificate in ECDL
* I achieved an award in secondary school for outstanding attendance over the 6 years I was there.
* I achieved a bronze Gaisce award in 2019, which involved elements of volunteering, completing a hike, and developing a personal skill.
* I had the leadership role of Liaison in secondary school which meant I provided guidance for younger students when I was in 6th year.
* I achieved my full driving licence in 2021

**References available on request.**