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# GRACE WHIRISKEY

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## Education

**2018 – 2022**                    **B. Corporate Law, NUI Galway, Galway**  
Upper Second Class Honours (2:1)

**2017**                            **St Brigid's College Loughrea, Loughrea, Galway**  
Leaving Certificate: 521 points

## Work Experience

### **Athenry Credit Union Ltd**

**May 2021 – Present**

#### **Clerical Officer**

- Undertake administrative and operational activities that contribute to the running of the Credit Union.
- Dealing with members daily by answering queries and carrying out transactions and loan applications/drawdowns.
- Complete and file paperwork both electronically and manually using the 'Progress' system and NSSL, to maintain compliance within the Credit Union.
- Completing all required training in relation to Anti-Money Laundering, Compliance, GDPR and ethics.

**September 2020 – April 2021**

### **Ronan Daly Jermyn Galway**

#### **Placement Intern**

- Attend meetings with clients and take notes.
- Train new staff in procedures and systems.
- Work as a team in a fast-paced professional corporate environment and adapt quickly to tasks given.
- Draft formal letters to banks, clients and other solicitors.
- Use online systems to process Revenue and Land Registry Applications.
- Print, file and scan documents.

**July 2018 – September 2020**

### **Smyth's Toys Superstores Head Office, Galway**

#### **Customer Service Representative**

- Provide a high level of customer service in a fast-paced environment by listening to customer queries and working with colleagues to resolve them in an effective manner.

- Meeting performance targets in all areas such as speed, accuracy, volume, customer satisfaction, and issue resolution.
- Identifying the actions necessary in order to obtain the results needed by the customer.
- Listen to and resolving high volumes of customer issues and queries in a helpful and understanding way.
- Use experience gained in the industry, initiative and common sense to provide excellent customer service and efficient action to situations.

### **February 2017– April 2018**

#### **Kardio Kidz and the Rainbow café, Athenry, Galway**

##### **Waitress, Barista and Party Co-ordinator**

- Prepared and served a wide range of specialty hot beverages.
- Served food to customers and provided a friendly and efficient dining experience.
- Operated the till and took account of the cash daily. Responsible for opening and closing the café and play centre.
- Carried out typical cleaning duties within the play centre and café.
- Received regular barista training from Bewley's Coffee.
- Adhered to food safety standards and guidelines.
- Catered for various events and functions from christening to birthdays. Provided a high standard of food and beverage service to customers, aiming to ensure premium experience.
- Set up parties according to specific requirements, greeted guests, ensured orders were placed in a timely manner and items were received quickly.

### **Skills**

Excellent teamwork skills demonstrated by working well as part of a team whilst playing camogie with my local club.

Strong leadership skills proven whilst working in groups completing projects and assignments with classmates.

Proficient ability to solve problems in high pressure situations developed by using initiative in various situations in both personal and work environments.

### **Achievements**

- I have sat 6 FE1 exams thus far. Passing 3 in my previous sitting and currently awaiting results for my second round.
- Appointed as Assistant Secretary of my local camogie club.
- Worked as a Polling Clerk in numerous general elections and referendums.
- Completed both cardiac first response (CFR) and Intermediate First aid courses with the Order of Malta.
- Have won numerous All Ireland Camogie titles with St. Brigid's College Loughrea.
- Was awarded with a leadership award and was made a school prefect in my leaving certificate year.

### **Hobbies and interests**

- Member of Craughwell Camogie Club as both a player and a volunteer.
- Enjoy travelling abroad as well as taking road trips and hiking with friends in Ireland.

References available upon request.