

 **Jennifer Galvin**

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Profile

* Distinctive leadership capabilities combined with astute organisational acumen and the ability to work as a core member of any team.
* Has a flair for working with people, possesses a warm and personable approach to work and has extensive knowledge in recruiting, interviewing, and training productive employees.
* Holds a Masters in Common Law and a BA (Hons) in Politics and Sociology, both from UCD.
* Diverse and multifaceted managerial roles in the hospitality sector have given me an array of core skills in staff training, cash handling, stock-taking and working with other levels of seniority to drive all elements of the business.
* Hands-on experience as both as a Legal Secretary (Internship) and Personal Assistant.
* Exceptional communication and interpersonal skills coupled with strong delegation and motivation skills.
* Has a quick mind, immediately understanding new concepts, technology, and ideas.
* Highly analytical and strategic in my thinking, and able to streamline systems and operations to increase productivity, quality, and efficiency.

Skills

* Outstanding planning and organisational skills.
* Excellent staff training and team building skills.
* Advanced working knowledge of Microsoft Word, Excel and PowerPoint.
* Exceptional team leader and team player.
* Effective problem solving capabilities and advanced analytical skills.
* Ability to prioritise workload in accordance with agreed timescale.

Professional Experience

**Club 92 – Leopardstown, Dublin (Sep 2012 – Present)**

**Head Bar Tender (Part – time)**

* Directly responsible for working with the management team, I train and coordinate employees, manage stock and enforce rigid hygiene standards at all times.
* Prioritising customer service, I consistently establish customer rapports leading to a loyal customer base and a consistent increase in business.
* I also prepare drinks and test new recipes in order to increase our product range, especially on the cocktail menus.

**M.D O’Loughlin & Company Solicitors (Jun 2017 – Jul 2017)**

**Internship & Legal Secretarial**

* In this role, it was necessary to be organised, have a keen eye for detail, and demonstrate good understanding of legal practice.
* I worked well within the overall team, supporting the solicitors with their administrative duties and employing a systematic approach in order to minimise error.
* I organised the post and prepared critical documents for court, working on Conveyancing (land registration, Putting together large Development Booklets) and dealing with all calls to the office, enabling me to sharpen my communication and interpersonal skills.
* I gained and put into practice in-depth knowledge of legal terminology and practice.
* I arranged and scheduled appointments for solicitors, updating their diaries accordingly.

**The Beacon Consultants Clinic, Dublin (Jan 2015 – Jul 2015)**

**Resident Temp PA**

* Providing cover for holiday and sick leave, I also managed diaries, appointments and procedure bookings and managed billing and insurance claims.
* I operated and maintained filing systems and updated patient records including test results.
* I processed medical reports, letters and clinical correspondence and was the main point-of-contact for all medical and office related queries.

**Tonic Sports Bar, Time Square, NYC (Mar 2003 – Mar 2009)**

**Bar Manager**

Working as the Bar Manager in this highly regarded establishment, I had to consistently deliver the highest standards of customer service coupled with detailed product knowledge on the full range of drinks and food that we offered. This role allowed me to enhance my personal skill set and achieve many of the attributes required in order to excel in hospitality service and management.

**Other Key Tasks:**

* I was tasked with managing often complex event bookings and liaising with suppliers in order to cut costs.
* I dealt with all cash issues in an astute and accurate manner.
* I managed all service staff issues; garnering the ability to develop people management skills and the ability to retain existing customer bases.
* At all times, I work in unison with the General Manager; constantly communicating, building vision and means to increase trade as well as service.
* This position allowed me to further develop a range of skills and has widened my interpersonal communication and people management skills.

**Other Notable Employment**

* Joshua Tree Bar & Restaurant – 3rd Ave, NYC - Bar Tender - (Jun 2001 – Mar 2003)

Qualifications

* Masters in Common Law, UCD (Sep 2015 – Present)
* BA (Hons) Politics and Sociology , UCD (Sep 2012 – May 2015)

Professional Development

* Access Course for Higher Education - UCD (Sep 2011 – May 2012)

Subjects: Reading, Writing and Analytical Skills, Research Skills

Hobbies

* Currently involved as a player with Bray Hockey Club (Captain of 5ths), I am also the coach of the under 8s.
* Once a month, I volunteer in the open door centre in Bray, engaging with adults who have physical disabilities and the elderly.
* I have a keen interest in Tennis, Swimming and Reading.

References Available on Request