*viceAddress:* 20 Corduff Park, Blanchardstown, Dublin 15

*Phone Number*: 0851700848

**Jessica Kidd**

***Education***

***2017-2018***

Masters in LLM (Law)

Dublin City University

Selected for the Charles J. Haughey Postgraduate Scholarship.

***2013-2016***

Bachelors Degree in Economics, Politics and Law

Dublin City University

Results: Year 1: 2.2

Results: Year 2: 2.2

Results: Year 3: 2:1

***Subjects studied:***

Main subject: Law

Also Economics and Politics.

Awarded DCU Postgraduate Access Scholarship.

**Education**

***2007-2012***

Mater Christi Secondary School, Finglas, Dublin 11.

As a result of my consistent hard work and dedication I was awarded the DCU Access Scholarship programme.

***Work Experience***

***2012***

Sales Assistant in Centra, UCD.

My roles included working on tills, stock audits and customer service. This job gave me a real appreciation as to the running of a business.

**2014-2016**

Sales Assistant in JD Sports, Blanchardstown.

This job has proved to be both challenging and rewarding as it has improved my customer service skills immeasurably. As a result of my positivity, perseverance and leadership skills I was recently offered a permanent full-time position. I declined this because I am completely career focused. This shop is extremely busy and I have learned to operate under very stressful and challenging conditions. I have taken complete control at times when I felt it was needed. I have dealt with clients over the phone as well as face to face to do all i can to make sure they have a pleasant experience in our shop. This highlights my determination and ability to deal with difficult situations.

**2016-2017**

TSAR Agent for Vodafone, Head Office, Sandyford.

I started this job in October 2017 with no prior experience in a call centre environment. This job was all about customer communication. I started off out an outbound sales team with a daily sales target and health check on our customer, after exceeding in this team after three weeks, I was promoted to the SOHO (Business) team which was more difficult than the Outbound team but I enjoyed this challenge of hitting deadlines and targets. After hitting all the targets on this team, after a short five weeks I was promoted again to the Inbound team, which was to me an achievement as most people on the Inbound team had been working there for over a year before moving to this team.

**Christmas 2017**

Customer Service at Perfect Card, Blanchardstown Shopping Centre.

I took on this roll to try to earn money for my second semester fees for my Masters. During my 5 weeks of employment, I sold gift cards, gave directions, basic cleaning duties as swell as cashing up at the end of each day. The main time I learned during this time was balancing time management, complete 40+ hours a week of employment as well as numerous Assignment deadlines.

**Anam Cara**

When I was in my final year of secondary school I was chosen to be an anam cara. This highlights my leadership skills as the Principal knew that I had the required personality for the role. My job was to ensure that any incoming first years who had any issues could come to me and communicate their worries with me. I pride myself on being friendly, approachable and genuine. Every week I volunteered to stay back and help my anam caras with their homework.

***Interests***

* ***Fashion***

I have a rare eye for fashion. I have an ability to turn an old item of clothing into a new trendy outfit. I see potential in everything. This is something I think that I can also use in any job. Just like I use my scissors to transform an old outfit I can similarly turn a challenging situation into a positive one.

* ***Volunteering***

I volunteered in the local youth centre. This was a difficult area and I felt like I was giving an outlet to children who may have had difficult lives at home. I am a selfless person and I get a great reward out of helping others.

***Distinctions***

* Getting selected by my principal out of 70 students to be an anam cara shows how I am a reliable and trustworthy person.
* My DCU Access scholarship allowed me to pursue my career in law, unlike most people in my disadvantaged area. I am a trend setter and take great pride in my individuality.
* Getting promoted twice within two months in a big company call centre going in with no prior experience.
* I got selected for the Charles J. Haughey Postgraduate Scholarship in Dcu.

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***Referees***

Lynn hand,

JD Sports Blanchardstown, Manager. (01) 8235003

Vodafone,

Ann-Maria Feeney

HR Business Partner (087) 6228899

Email: [rddublin.ie@vodafone.com](mailto:rddublin.ie@vodafone.com)

Grainne Fitzpatrick,

Prefect Card Ltd, Manager. (085) 1287261

Email: [gracefitz200@gmail.com](mailto:gracefitz200@gmail.com)

***Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Jessica Kidd\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.***