**Joy Dedeku**

 34 Mourne Park, Skerries, Co. Dublin

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| Final year student on BA (Hons) in Business and Law. Strong skill-set developed through studies, work experience and extra-curricular activities, including excellent interpersonal skills, strong communication skills, capable of working on own initiative or as part of a team. Currently seeking opportunity  |

**Education and Qualifications**

BA (Hons) in Business and Law Griffith College Dublin (2016)

Leaving Certificate Plunket College Dublin 2013

Leaving Certificate Skerries Community College 2011

**employment history**

**Floor Staff / Waitress DTwo Nightclub, Dublin June 2015 to Sept**

* Deliver a friendly, efficient customer service and create a warm atmosphere for all customers, with the key aim of retaining and attracting new customers.
* Deliver excellent customer service, at all times.
* Serve and present alcoholic and non-alcoholic beverages quickly and efficiently.
* Assist in keeping the environment and toilets clean and tidy, at all times.
* Keep up to date with current promotions and new products.
* Make customers aware of offers on the great food and drink ranges
* Speak to customers to ensure that they are satisfied with their meals and drinks.

**Sales and Marketing Rep Phoenix Marketing, Dublin 1 June 2015**

* Provide a high standard of customer service
* Developed skills in sales, selling home security systems to residential homes and ensuring that the systems sold would meet the customer needs.
* Serviced existing accounts, progressed orders, and established new accounts by planning and organising daily a work schedule to call on existing or potential sales outlets and other trade factors.
* Adjusted content of sales presentations by studying the type of sales outlet or trade factor. Focused sales efforts by studying existing and potential volume of dealers.
* Submitted orders by referring to price lists and product literature.
* Kept management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses.

**VOLUNTARY POSITIONS**

**Volunteer Irish Cancer Society**

* Spent two weeks volunteering for the Irish Cancer Society, selling ribbons to raise money to fund cancer research and support.

**Volunteer Free Legal Advice Clinic, Griffith College 2014 – 2015**

* Sat with barristers while providing legal advice to attendees, responsible for note taking and filing of documents.
* Researched and contributed to legal advice given to attendees.
* Developed a wide range of skills while volunteering with FLAC including organisation skills, communication skills, and also the ability to work on my own initiative.

**President Debating Society and Mooting Society 2015 – 2016**

**Secretary African Society 2015 - 2016**

**SKILLS AND ABILITIES**

* Computer literate with good knowledge and understanding of Microsoft Word, Excel and PowerPoint. This was developed by formulating spread sheets, creating presentations and writing up essays.
* Hardworking and determined individual who strives for success and to be the best as evident in through work, academia and extra-curricular activities.
* Open minded, work well as part of a team, with strong listening skills all of which facilitate new ideas and contributions in order to attain and achieve a common goal.
* Eager to learn new skills and develop a strong transferrable skill-set.
* Strong communication skills both verbal and non-verbal;
* Capable of being a team player as well as a team leader as evidenced through extra-curricular activities.
* Excellent interpersonal skills, with an awareness of appropriate behaviour in a professional setting and an articulate mind.
* Good organisation skills, versatility, punctuality, and can adapt to any given situation in the work place.

**ACHIEVEMENTS AND INTERESTS**

* School prefect at Skerries Community College for the 2011-2012 school year.
* Member of Skerries Community College basketball team that won the Regional Championship in
* Represented Griffith College in the Irish Mace Debating Competition 2015.
* Elected Class Representative by my peers for both the BA in Business and Law and the LLB (Hons) in Irish Law for the 2015/2016 academic year.
* Enjoy organising and attending events, for the Africa Society, Debating Society and Mooting Society in addition to talks, seminars and workshops run by the college.

**References will be provided upon request.**