**Katie O'Malley**

 **Belmont Avenue, Donnybrook, Dublin 4**

**Email: Katieomalley2008@hotmail.com**

**Phone number: 0868904196**

**EDUCATION**

**Final Examination – FE1 2020-2021**

Passed all 8 FE1 examinations

**BCL Law 2016 - 2019**

National University of Ireland - Maynooth Grade: 2:1

International Development Minor Study (15 credits)

**Leaving Certificate 2010-2016**

St.Mary's Secondary School, Ballina, Co. Mayo

**EMPLOYMENT HISTORY**

**Department of Agriculture, Food and The Marine February 2021 - Present**

**Industrial & Employee Relations Specialist (Administrative Officer)**

* Contributing to policy development and the management of industrial relations issues within the Department
* Preparation and involvement in various dispute resolution mechanisms such as conciliation, facilitation, mediation and adjudication
* Engaging with a wide range of stakeholders including trade union officials and various divisions across the civil service
* Researching and drafting submissions for various industrial relation queries and disputes.

*Key achievements to date*

* Assisting the preparation of cases and attending WRC mediation and adjudication hearings
* Contributing to the negotiation and development of industrial relation agreements and processes

**Road Safety Authority July 2019 – February 2021**

**Clerical Officer**

● Updating the public's information and application status in various databases in accordance with data protection regulation.

● Providing the highest quality standards in customer service when dealing with queries or complaints from the general public

● Supporting line-managers with record keeping using Microsoft Office, Excel and various CRM systems to generate reports

● Supporting in the scheduling of driving tests nationwide by liaising with testing locations and other public service providers by email and post

*Key Achievements*

● Assisted as part of the Driver Education Team in nationwide implementation of Road safety education at road shows and career fairs

● Member of the project team to assist in testing and implementing a new CRM system to enhance our customer service processes

**Starcamp LTD July 2016 – July 2019**

Camp Manager

**Callan Tansey Solicitors January – April 2013**

Work Experience

**ADDITIONAL QUALIFICATIONS**

● ECDL (European Computer Driving Licence)

● Royal Irish Academy of Music Senior Certificate (Vocals)

**INTERESTS & ACHIEVEMENTS**

● US Embassy Youth Council Member (Jan 2020- Present)

 ● Forum Facilitator Washington Ireland Program (June 2020- Present)

● Bronze Medal Gaisce Award

 ● Mayo Association's 2016 Meitheal Award (Charity Fundraising)

**REFERENCES :** On Request