**Katie Gilligan**

6 Mill-view Dromore west, Co.Sligo.

(087)6311930│Katiegilligan681@gmail.com

**Profile:**

An energetic, ambitious individual with a Bachelor of Commerce specialising in Human resources. I have extensive experience in Customer Service and Administration with excellent technical abilities. I have strong leadership, organisation and teamwork skills, developed and utilised in both my work and college environments. I am a responsible, committed, proactive individual with a can do approach that works well as part of a team or as an individual contributor. I haven excellent communication and planning skills that allow me to work effectively on several activities simultaneously whilst balancing the needs of multiple stakeholders. Actively seeking employment in the legal sector.

**Education:**

**2016-present NUI Maynooth Higher Diploma in Legal Studies Grade expected 2.1**

**Modules:**

Land Law Introduction to Law

Contract Law Employment Law

Law of Torts Legal Writing and Advocacy

Evidence Criminal Law

* 1. **NUI Galway Bachelor of Commerce (Human Resources) Grade 2.1**

**Modules:**

Business Law International Business

Strategic Management New Enterprise Development Ireland in the Global Economy Operations Research,

Employee Relations: Rights and Obligations Cross Cultural Management

Global Employment Relations Management Brand

Human Resource Management Innovation Creativity and Enterprise

**2006-2012 Jesus & Mary Secondary School, Sligo - Leaving Certificate (400 pts)**

**Skills:**

* IT Skills: Proficient in Microsoft Excel, Word, and Access, excellent typing skills.
* Teamwork: Worked on various group projects throughout degree where working effectively as part of a team was essential to meet our given objectives and accomplish the task within the set deadline.
* Communication: Excellent written and oral communication skills developed through researching and writing essays and delivering presentations. Also have experience in public speaking from a competition.
* Leadership: Demonstrated leadership skills during part time employment through roles as shift leader, being responsible for key holding and training new staff.
* Ambition and Commitment: dedicated to my work and future developments, always willing to learn and develop new skills and show initiative where possible

**Work Experience**

**Nov 2015-Sep 2016 Administration Assistant Balfour Beatty CLG (Gas networks Ireland).**

* Assisted in making applications for road opening licenses.
* Communicated with customers regarding appointments.
* Responsible for monitoring and updating spreadsheets on new connections.
* Contact point for customers regarding any queries relating to projects.
* Delivering a consistent, high level of professional customer service

**June 2013-Nov 2015 Waitress Waterfront House Restaurant, Enniscrone, Sligo**

**June 2012-present Ceol Na Mara B&B Enniscrone, Sligo**

* Hostess duties.
* Taking reservations and waiting on tables.
* Resolve customer’s complaints in an appropriate manner.
* Key and Cash handling responsibilities.

**July 2015 Monitor and teacher Interway S.A, Oviedo, Spain**

* Organisation of free time activities and day trips.
* Assisted in classes helping students improve their English language.
* In charge of student welfare.
* Proactive and dynamic group leader.

**Interests and achievements:**

**Awards**

* Full drivers licence since October 2013.
* Awarded a bronze Gaisce president’s award.
* Received numerous academic and attendance awards in secondary school.
* Nominated for student of the year in leaving Cert.
* I have completed the CPR, AED and Choking training certified by the Irish heart foundation.

**College**

* Awarded an Alive certificate from NUI Galway.
* Member of the FLAC and Law society in NUI Maynooth.
* Member of the Business Society in NUIG.
* Participated in the “Click and Connect” voluntary programme in NUIG.

**References available upon request**