

KEITH COOPER

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EXPERIENCE

JULY/2018 – PRESENT

CUSTOMER SERVICE MANAGER, LADBROKES LTD

- Cash Handling
- Responsible for the upkeep and appearance of the store
- Providing exceptional customer service
- Training new staff
- Ensuring weekly shop targets are met by prioritizing certain areas in need of attention
- Analyzing weekly shop figures
- Cashing up at end of day
- Online training modules

JANUARY/2016– AUGUST/2016

LOUNGE ASSISTANT, THE PATRIOTS INN, KILMAINHAM

- Greeted customers in a timely fashion whilst quickly determining their needs
- Collecting and serving food to customers
- Taking customers' orders
- Daily stock check
- Assistance in kitchen for preparation of food

EDUCATION

SEPTEMBER 2018 – PRESENT

BCL (LAW & CRIMINOLOGY), MAYNOOTH UNIVERSITY

Expected Result: 2.1 Honours

Second Year Results: Law: 65.5% Criminology: 62.7%

Relevant modules:

Company Law: 70%

EU Law & Policy: 61%

Advanced Criminal Law: 65%

Law of Evidence: 68%

Administrative Law: 63%

SKILLS

- Exceptional communication skills
- Experienced leadership skills
- Analytical thinking
- Competent IT Skills – Microsoft Office
- Strategic planning and Organizational skills
- Effective writing skills
- Emotional intelligence
- In-depth research analysis
- Good judgement skills
- Reliable and punctual

ACTIVITIES

Football

- Avid football fan and played football with my local football club St John Bosco for over 10 years
- Won multiple schoolboy titles and cups – including the under 17s premier league
- Currently play 5 aside football weekly
- Actively involved in Fantast Football Premier League with friends and co-workers

Gym

- Have been continuously attending the gym four to six times a week for the past two years

Golf

- Sociable golf player with friends and family

University

- Member of the Maynooth University Law Society
- Member of the Maynooth University Irish Society

ACHIEVEMENTS

- Fluent Irish speaker as a result of attending an all-Irish primary and secondary school
- Achieved the Gaisce President's award in 4th year for outstanding commitment, community involvement, personal skill, physical recreational and adventure skills
- Won multiple player of the year awards with Good Counsel GAA club at a minor level
- Won multiple player of the year awards with St John Bosco Football Club
- Fully licensed driver

VOLUNTARY

- **NCBI Charity Organization Inchicore**
 - Helped re-organize the shop
 - Managed the till on numerous occasions
 - Ensured a high standard of cleanliness in shop at all times
- **Gaelcoil Inse Chóir**
 - Planned and led activities to develop students physical, emotional and social growth
 - Instructed small groups of students in basic concepts such as the alphabet, shapes and assisted children with dyslexia with reading
 - Assisted the classroom teacher in supervising snack time, indoor and outdoor play

- **St John Bosco Nursery**
 - Planned training sessions for the nursery team which were held once a week
 - Assisted the nursery team's manager with his own training sessions

REFERENCES

- References available upon request