

# KEITH COOPER

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## EXPERIENCE

**JULY/2017 – 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/2015– AUGUST/2015**

**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

**UNDERGRADUATE**

**SEPTEMBER/2018 – PRESENT**

**BCL (LAW & CRIMINOLOGY), MAYNOOTH UNIVERSITY**

Result: *2<sup>nd</sup> Class Honours*

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

Third Year Results – Law: 64.2%, Criminology: 64.5%

**Relevant modules:**

Company Law: 70%

EU Law & Policy: 61%

Advanced Criminal Law: 65%

Law of Evidence: 68%

Administrative Law: 63%

Law of Equity: 64%  
Property Law: 63%

## **POSTGRADUATE**

**SEPTEMBER/2021 – PRESENT (2022 Graduating year)**  
**LL.M International & European Business Law, Trinity College Dublin**

### **Chosen modules:**

Corporate Governance in the EU  
Contemporary Issues in International Law  
International Aviation Law  
Mergers & Acquisitions  
Islamic Law  
Comparative Product Liability: Common Law, EU and US Perspectives

## **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

## **ACHIEVEMENTS**

- Fluent Irish speaker as a result of attending an all-Irish primary and secondary school
- Achieved the Gaisce President's award in 4<sup>th</sup> 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
- **Gaelscoil 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