**Kim Au**

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**Education**

**2014 – 2018 University College Dublin, Bachelor of Business and Law**

* Current GPA: 3.53 (2.1 hons)

Ranked 20th in class out of 99 students in second year of degree

Modules: Contract Law, Tort Law, Constitutional Law, Criminal Law.

**2013 – 2014 The Institute of Education, Leaving Certificate**

* 540 points

**2009 – 2013 Sacred Heart School Drogheda**

**Employment History**

**Sept 2016 – Present Brown Thomas, Sales Consultant**

* Employed as a sales consultant at luxury fashion brand Claudie Pierlot in BT2 Dundrum
* Achieved sales targets while rendering a high quality of customer service to all clients as well as providing honest fashion advice.
* Acquired a wealth of knowledge concerning luxury retail through Brown Thomas training and development programmes.
* Greatly improved teamwork and coordination skills while working with a small group of sales associates.
* Developed time-management skills by planning college workload around a part-time job.
* Cultivated the ability to problem solve through dealing with customer queries and complaints.

**Nov 2015 UCD, Volunteer at UCD Open Day**

* Informed prospective students and their parents about college experience at University College Dublin and the Bachelor of Business and Law programme, with a view of aiding students decide the best course for them at UCD.
* Effectively responding to queries about the BBL programme and the Sutherland Law School at UCD.

**Oct 2015 – Feb 2016 Benefit Cosmetics, Beauty Advisor**

* Worked in luxury department store Brown Thomas during the course of this employment which encouraged me to improve my customer service skills to meet the high standards within the BT group.
* Achieved and consistently exceeded individual sales targets through relationship building and communicating with customers.
* Ensured high grooming standards as an employee and representative of the department store.
* Headhunted to return to the Benefit Cosmetics group based on previous performance within the company. This decision was based on my previous sales figures and ability to attain results.
* Rendered advice to customers persuasively with a view of providing excellent customer service and building rapport with potential clients.
* Improved communication skills through learning to personalise each shopping experience depending on the client.
* Engaged in “traffic-stopping” in order to reach sales targets, a practise that challenged me and taught me to adapt to difficult situations.

**Skills Profile**

* Fluent in Vietnamese.
* Took part in the Vivian Lavan moot court competition which greatly improved oral advocacy skills as well as legal analytical skills.
* Confident presenter with experiences of speaking in front a range of audiences, from classmates to senior managers.
* Contributed successfully as a team member and engaged effectively with colleagues in academic, voluntary and professional contexts.
* Preformed the role of team leader for a group project concerning business analytics which involved modelling collected data to predict future outcomes.
* Used interpersonal skills as well as influencing skills in previous employment in order to achieve sales targets.

**Achievements and Interests**

* I have a grade 8 certificate in pianoforte with the Royal Irish Academy of Music.
* I enjoy reading as well as playing the piano.
* I have a keen interest in fashion and beauty which has been encouraged through my work in these retail sectors.
* Member of the Student Legal Service at UCD.

**References**

Katie Moore, Concession Manager, Claudie Pierlot, BT2 0857795750

Anthony Kerr, UCD anthony.kerr@ucd.ie