**Contact Information:**

Name: Leah Donnelly

DOB: 13/12/1994

Nationality: Irish

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Address: 5, The Paddocks, Ratoath, Co. Meath

**Summary:**

I believe I am someone who is highly energetic, outgoing and detail-oriented; I can handle multiple responsibilities simultaneously while providing exceptional customer service. I am also a reliable and friendly employee who quickly learns new concepts and skills. I am passionate about helping customers and creating a satisfying experience.

I will refuse to let any employer down if given the opportunity to be part of their business.

**Skills & Abilities:**

|  |  |
| --- | --- |
| * Organized | * fluency in English |
| * excellent time management | * neat and clean |
| * excellent multi-tasker | * professional appearance |
| * strong communication skills | * reliable team worker |
| * cash handling accuracy | * comfortable standing for a long time |

**Education:**

2007-2013: I went to secondary school in Dominican College, 204 Griffith Avenue, Drumcondra, Dublin 9

2013- Present: I am studying a LLB in Law in Dublin Institute of Technology.

**Work Experience:**

**Facepainter: May 2014 – to date**

I am currently employed in a part time capacity in Tayto Park. I have gained excellent customer service skills in my time in Tayto Park. Due to the nature of the work I have gained great interpersonal and people skills as well as strong communication skills which led to an employee award.

**Steward: December 2014 – April 2015**

My role, in the 3arena as a steward was to ensure for the safety of customers as they entered and left concerts in the arena. Some of the tasks I performed was to provide seat locations for the customers, to clear up seating areas before and after concerts, to ensure the safety of the customers on the balconies during the concerts, to deal with any customer queries and to provide safe exiting in cases of emergency evacuations.

**Sales assistant: January 2011-2015**

My role, in Donnelly Providers Hardware which is a medium sized business within a busy locality included customers’ services, doing the end of month records, maintaining stock levels and re-stocking and organising the shop floor. My duties included taking credit card and cash sales, advertising online and in the area, cleaning and locking up the store. I was responsible for answering the telephone and assisting customers with inquiries, orders and deliveries.

**James Roche and Son: January 2011- 2014**

James Roche and Son is a medium size Civil and Structural Engineering Company based in my locality. I was employed there on a flexi part time basis during any of their busy periods throughout my employment. My duties were many fold and included telephone reception, customer service liaison and general office duties.

**Ratoath National Primary School: February 2011**

As part of my secondary schools’ transition year programme I completed a week long work experience in my local primary school Ratoath National Primary School. As part of my role there I aided in class activities, ran errands for the teachers and observed the teaching practises.

**References:**

Ms Fiona Smith: Ms Deirdre Roche:

Supervisor in Tayto Park Office Manager for James Roche& Sons

Telephone: 0862485465 Telephone: 0872111494