

Curriculum Vitae

Name: Leah Keating

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Date of Birth: 01/08/1998

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<https://www.linkedin.com/in/leah-keating-bbb4701ba>

Work Experience

RFA Investments: The North Face, Dundrum Town Centre, Dublin. August 2020 – Present

- Responsible for serving customers, advising them on our wide range of products and ensuring they are satisfied with the service.
- Regularly exercise knowledge of consumer law in relation to refunds and returns policies.
- Other duties include, ensuring that the till balances and accounting for daily intake/outgoings in the company's financial records.
- Work as part of a fantastic team to guarantee the store is operating at the highest possible standard.

Infosys BPM, Cleaboy Business Park, Old Kilmeaden Rd, Waterford. July 2017 – January 2020

- Worked as a technical agent assisting customers of the EE phone network with their technical queries as well as general customer service queries (billing, terms of contract etc.).
- Enjoyed proposing and executing unique solutions for challenging customer issues.
- Exercised excellent problem-solving skills through negotiating on behalf of employer with customers in order to achieve an outcome that satisfied both parties.
- Excelled in a high pressure, fast-paced environment.
- Learned how to adapt quickly to an everchanging role.
- Regularly applied knowledge of contract law, consumer law and employment law.

Gino's Gelato, Michael Street, Waterford. August 2015 – October 2016

- Duties included serving customers, operating tills and providing a positive experience for customers.
- Worked as part of a team in order for the business to run as smoothly as possible.

Education

Secondary Education: St Angela's Ursuline Secondary School, Ballytruckle Road, Waterford
Results for State Exams:

Junior Certificate: Achieved 7 As and 4 Bs and studied all Higher Level subjects

Leaving Certificate: Achieved 545 points and studied all Higher Level subjects

Third Level Education: Studying Law (BCL) at University College Dublin (Final Year Student)
Results for University Exams:

First – Third Year Average GPA: 3.52 (2:1)

Pastimes and Achievements

- Enjoys travelling, prior to COVID-19 was spending a semester studying in Utrecht University, The Netherlands.
- Possesses a keen interest in fitness and enjoys weightlifting at the gym during spare time.
- An avid reader and started book club with friends in March 2020.
- Played the oboe and cello with the WIT Wind Band, WIT Orchestra and CMEF International Youth Symphony Orchestra.
- Passed driving test in April 2016 at the age of 17 on first attempt.
- Former member of The Red Cross and learned basic first aid during time with them.

Phone: 0864069214

Referees

Email: mjennings@mizenhead.com

Mr. Mark Jennings (Regional Manager),

The North Face,

Dundrum Town Centre,

16 Sandford Road,

Dublin.

Ms. Bernadette McGlynn (former Secondary

School Principal and Leaving Cert.
Chemistry Teacher),

St. Angela's Secondary School,

Ballytruckle Road,

Waterford.

Phone: 051876510

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