Curriculum Vitae

**Michael O’Neill**

**Kells, Co Meath**

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## CAREER STATEMENT

Having gone from the transport / freight industry to achieve a trade as a baker, I went back to office work to further my experience. I enjoy challenges and learning new skills. I have recently completed a BCL degree in Law & Politics at Maynooth University.

## EDUCATION

* **2012 – 2015 - Maynooth University** BCL Degree - Bachelor of Civil Law & Politics
* **2011 – 2012 - DIT** Mature Student University Access Programme
* **2006 – DHL In-house Training** Phones, In-house Computer global systems.
* **2005 – DIT Kevin Street** Graduation from Bakery College
* **1997 – St David’s CBS, Artane** Leaving Certificate
* **1994 – St David’s CBS, Artane** Junior Certificate

## COMPUTER APTITUDE

Basic Microsoft Office applications such as Word etc. I have used other applications, mainly SAP system for freight companies.

## CAREER HISTORY

Following redundancy in 2009 and before returning to education in 2011 I did have some casual work in Freemasons Hall, Molesworth Street, Dublin 2.

* **June 06 – July 2009 *DHL Express, Malahide Road, Swords, Co Dublin***

**Role: *Customer Services Agent***

**Duties:** Working in the Track & Trace department I, as part of a large team, ensured that calls regarding lost or misdirected packages were traced and delivered in a timely manner. I, at all times had to be courteous, good with people and efficient to ensure DHL’s reputation was kept. I also dealt with Customer Services on a worldwide basis and Customs procedures regarding quarantined items.

* **Aug 01 – June 06 *Superquinn SC, Sutton, Dublin 13***

**Role: *Baker/Confectioner***

**Duties:** I was responsible for ensuring full stocks of bread & confectionery throughout the day, maintaining hygiene standards, dealing with the public, taking in orders and maintaining good customer service relations at all times. SQ Boomerang and HACCP training completed in full and I graduated from Kevin St DIT in bakery & confectionery methods.

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**Jul 00 – Aug 01 *Hand Made Foods***

**Role: *Trainee Baker / Confectioner***

**Duties:** As part of the team of a small business, I was charged with ensuring that confectionery targets were met for daily distribution and ensuring HACCP standards were met.

* **Aug 98 – Jul 00 *Excel* *Walsh Western / 3com Project***

**Role:**  ***Shipping Operative / Quality Auditor***

**Duties:** On first joining the company I was responsible for housing, tagging and shipping of large consignments of computer components to various destinations around the world. I was then asked, after some time, to join the Quality Auditing department as an auditor where I was responsible for ensuring that all consignments departed our warehouse on time and in good condition. Here we used electronic tracking numbers for all goods. I was also in charge of replacing lost or damaged goods in consignments to ensure that the customer received their goods in top condition.

## REFEREES

**Musgrave Operations**

Former Superquinn Team Support office

Lucan

Co Dublin.

**DHL Express**

Malahide Road

Swords

Co Dublin.

 **Mr Keith Stent**

Freemasons Hall

Molesworth Street

Dublin 2.