**CURRICULUM VITAE**

**Michelle Donohoe**

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10 Parnell Road, Harold’s Cross, Dublin 12.

**Profile:**

I am an enthusiastic person who is hard working and keen to learn. I am approachable and personable and a great team player. I am confident in my own abilities while remaining open to observing others and learning from them.

**Education:**

Present: Currently studying for the FE1 examinations.

2017 – 2019: Professional Diploma in Financial Advice (QFA), Institute of Banking (UCD).

2013 – 2017: BSc Hons Psychology, Dublin City University (DCU). Received Second Class Honours, Grade 1 (2.1).

2007 – 2013: Dominican College, Griffith Avenue.

 June 2013, completed Leaving Certificate and received 510 points.

 June 2010, completed Junior Certificate and received 7 A grades and 4 B grades.

**Employment History:**

April 2021 – present: **Department of Children, Equality, Disability, Integration and Youth**

**Administrative Officer**

* I work in the Justice and International Protection division primarily working on the implementation of A White Paper to End Direct Provision and to Establish a New International Protection Support Service.
* I prepare policy papers and briefing materials.
* I work on the project management side of the project including preparing implementation and planning documents.
* Stakeholder management is another important part of my role as this project requires collaboration from a number of external stakeholders.

October 2019 – December 2019: **HRB (Health Research Board)**

**Administrative Assistant, Finance Department**

* I worked in the Finance Department of the HRB.
* Responsible for updating and maintaining records of grants that have been issued and to follow up on any annual or final financial reports.
* Process invoices and remittance advices.
* Maintain filing and archiving around the office.
* Complete ad-hoc duties as needed.

September 2017 – May 2019: **AIB**

**Customer Experience Specialist**

* I began working as a teller before being promoted to FX teller. Responsible for all foreign exchange currencies and for balancing cash on a daily basis.
* Worked on the International Payments Desk processing multiple payments for both business and personal customers.
* Moved to the Customer Service desk where I had to open accounts, provide financial advice and liaise with my colleagues in relation to business banking queries.
* Worked as the Student Officer looking after student account opening, loan applications and general queries.
* Completed general office tasks every day such as filing, maintaining spread sheets and taking phone calls.

July 2017 – September 2017: **Staycity Aparthotels**

**Receptionist**

* Made reservations and confirmed bookings via email and over the phone.
* Welcomed guests to Dublin and provided local knowledge of the area.
* Checked guests in and out using Opera software.

October 2015 – December 2016: **Zara**

**Sales Assistant**

* Assisted customers in finding products and outfits.
* Tidied the store and ran clothes from the fitting room back onto the shop floor.
* Understood the way the stock room is organised and worked as part of a team.

June 2015 – August 2015: **San Diego Zoo Global**

**Food and Beverage Host**

* Seasonal job in the world famous San Diego Zoo.
* Worked in a restaurant in the panda canyon, one of the busiest areas of the zoo.
* Responsible for providing excellent customer service and ensuring guests had a memorable experience.

November 2014 – January 2015: **Brown Thomas Dublin**.

 **Store Assistant, Fragrance Department**

* Sales and customer service on the shop floor.
* Responsible for gift wrapping fragrances for Christmas.
* Worked as part of a team at the busiest time of the year.

November 2010 – August 2011 and March 2012 – July 2012: **Ray’s Pizza.**

**Cashier and Customer Service**

* Responsible for interacting with and serving the customers.
* Carried out stock takes and cleaning duties.
* Handled the cash register.

**Internship (February 2016-May 2016):**

* Carried out a fourteen week internship in Beaumont Hospital as part of my undergraduate degree.
* Worked closely with the psycho-oncologist in St Luke’s Radiation Oncology Centre at Beaumont Hospital.
* Interacted with patients and all members of the healthcare team on a daily basis.
* Assisted on a research study gathering and recording data from participants.

**Other qualifications and skills:**

* Manual Handling Training Course, FETAC Level 6.
* Food Safety and HACCP, FETAC Level 6.
* E.C.D.L. computer skills.

**Achievements:**

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Lifesaving: I completed all 4 Rookie Lifesaving badges. I obtained a Bronze Medallion in lifesaving. In 2010 I became a fully qualified pool lifeguard when I received the N.P.L.Q. (National Pool Lifeguard Qualification).

Piano: Passed the Grade 8 piano examination with Distinction in the Royal Irish Academy of Music.

Prefect: In 6th year in secondary school, I was the class prefect to a second year class. In this role, I was acting as a mentor, helping out with day to day issues and ensuring everyone was getting along well.

Class Rep: I was the second year class representative for my Psychology class in DCU. I was responsible for voicing any concerns or queries that my class had at council meetings.

Mentorship: I took part in the Mentorship Programme with the DCU Careers Service. I was a mentee and my mentor helped me with interview skills, CV development and a work shadow day which was both beneficial and insightful.

**Interests and Hobbies:**

I enjoy reading, going to the cinema and all types of live music. I also like staying active by going for walks and going swimming.

**References:**

Available on request