

# **Molly Cotter**

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## **Education**

**Business and Law, DN610, University College Dublin** 2019-2023

- Stage 3 GPA: 3.58/4.2
- Stage 2 GPA: 3.47/4.2
- Stage 1 GPA: 3.45/4.2

**Mount Anville Secondary School, Goatstown, Dublin 14** 2013-2019

- Leaving Certificate 2019: 555 Points
- H1 in Irish and Spanish

## **Work Experience**

**KPMG Tax Summer Internship** June 2022- July 2022

- Completed a two-month internship within the Corporation Tax Department.
- Presented a report on the Irish Tax System and Tax Consolidation Act, 1997 to a partner panel.
- Prepared tax returns for various clients by inputting figures from financial statements into Alphatax software.

**Customer Service Representative at Dundrum Town Centre** October 2019 – Present

- Responsible for maintaining the smooth running of the Customer Service Desk / Gift Card Desk.
- Record and follow up on customer complaints.
- Resolve telephone and email queries in a timely manner.
- Ensure the accuracy of the Dundrum Town Centre website to meet customer and tenant requirements (this involves updating opening and closing times, posting job openings etc.)
- Responsible for processing corporate orders of gift cards.
- Train new Customer Service Representatives and Gift Card staff at Christmas.

## **Achievements / Awards**

### **Academic**

- UCD Commerce and Economics Society Committee Member 2022
- UCD Student Legal Service Volunteer 2022
- Semi-Finalist in UCD Law Society Mock Trial 2020
- Mount Anville Secondary School: Academic awards for Spanish and Irish 2019
- Member of Mount Anville Irish and Spanish debating team 2019
- Dublin City University: Outstanding performance award for Junior Certificate Business Studies 2016

### **Athletic**

- Leinster Open Championships: Silver medallist in the 100 metre backcrawl 2017
- Irish Open Swimming Championships: Bronze medallist in the 4x100 metre Individual Medley relay 2016

## **Qualifications / Certificates**

As part of my role as a Customer Service Representative I have completed the following training courses:

- Bloomberg Market Concepts Qualification December 2020
- NPV – Prov Dev – Cyber Security Awareness September 2021
- Human Focus Training Certificates in the following: October 2020  
Coronavirus How to Stay Safe, Back Care in Industry, Fire Safety in Industry, Health and Safety in Industry, Manual Handling in Offices, Manual Handling in Industry, PPE Safety in Industry, Slips, Trips and Falls in Offices, Slips, Trips and Falls in Industry, Violence and Aggression in Healthcare, Violence and Aggression at Work

## **Volunteering**

**Dublin Diocesan Pilgrimage to Lourdes** September 2019

- Helped with the transport of sick pilgrims from the Accueil to various ceremonies.

- Brought pilgrims into Lourdes town on shopping trips.
- Organised and performed various duties in ceremonies as part of the Liturgy team.

#### **Peter McVerry Trust**

*December 2017*

- Volunteering with the Trust: worked in hostel, distributed food parcels.

#### **Interests & Hobbies**

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- Go to the gym regularly and attend boxing classes.
- Golf: Participate in club competitions and various club activities.
- Swimming: At UCD pool.
- Spanish language: Lived in Spain for three months to learn Spanish.
- Travel: Travelled along the East coast of America for one month with friends.

*January 2018 – April 2018*

*August 2022*

#### **Referees**

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*Louise Grimes* – Customer Service Desk Supervisor at Dundrum Town Centre  
087 716 7159