**Rebecca Haine**

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## Educational Qualifications:

**B.Sc Business and Law** **(Level 8)** – Dublin Institute of Technology (D.I.T)

* Graduating May 2018
* On track to graduate with upper division 2:1

**Leaving Certificate** (2014): Alexandra College, Milltown, Dublin 6. (485 points)

## Work Experience:

**Supervisor** (December 2015 – present)

**The North Face – Dundrum Town Centre, Sandyford Road, Dublin 16.**

In addition to Sales Associate role:

* To assist the Manager and Assistant Manager in the direction and control of all branch operations in accordance with The North Face and RFA Investment Ltd philosophies, policies and procedures.
* To assist the store management to ensure branch administration, including daily cashing up and daily banking, compiles with company procedures and is completed accurately, efficiently and on time.
* Maintain up to date paperwork and branch administration, meeting company standards
* To assist with the training of new hires.
* To ensure all customers are treated with courtesy and tact, and in the absence of other senior management ensure the delivery of excellent customer service by the sales team.
* Development of leadership skills through delegating tasks to sales associates and management of daily tasks
* To work with the Manager and Assistant Manager to develop/implement store strategy.
* To communicate effectively with the store management, ensuring continuity of service, and in the absence of other store managers communicate with the Area Manager and Head Office.
* Monitor the stockroom operation to ensure correct stock levels are maintained
* To manage the ‘The North Face Dundrum’ social media handle.
* To manage customer issues and complaints

**Sales Associate** (October 2015 - December 2015)

**The North Face – Dundrum Town Centre, Sandyford Road, Dublin 16.**

* To work as a team with the Store Management and other associates to ensure that the store meets and exceeds all targets, and to adhere to all operational policies and procedures of both RFA Investments Ltd and Timberland/The North Face/VANS UK
* To effectively operate the till according to the company’s established policies and procedures and maintaining high standards of accuracy – ensuring correct procedures are followed at all time
* To address loss prevention issues immediately.
* To work alongside the rest of the sales team towards achieving all sales targets and standards
* To uphold brand and operational standards.
* To process shipments and ensured stock was replenished, well presented and merchandised to guidelines and of a high standard
* To assist supervisors in identifying and resolving issues in the store.

**Sales Associate** (October 2014 - July 2015)

**Tommy Hilfiger – Dundrum Town Centre, Sandyford Road, Dublin 16.**

* Greeting and serving customers
* Operating the tills
* Upheld brand and operational standards
* Met and exceeded personal and store sale targets

**Desk Administrator**

Kilmashogue Golf Club, Columbus College.

* Handling of money
* Answering phone calls and interacting with members

Skills and Achievements:

**Sport**

* Cricket at interprovincial level for Leinster and Ireland U17 development squad
* Member of Leinster Cricket Club (2007-2014) and U15 girls captain
* Received the ‘Sports Award’ in 4th year of secondary school for my achievements and contribution to sport

**Teamwork**

Ability to work independently or as part of a team. Able to motivate others, generate initiatives and build relationships - developed through training, work experience, academic roles and sport.

**Interpersonal Skills**

Confident in dealing with people at various levels/ages. I have worked in multiple fast-paced environments that have allowed me to become a more effective communicator - with the ability to establish a rapport with customers and the rest of the team. Good at conflict resolution.

**Versatility**

Have adapted to and excelled in a broad range of working environments, thrive on taking on new challenges and seizing opportunities. I have the ability to work with initiative without being constantly supervised and directed.

Referees:

Available on request