

## **Samantha Cooney**

Lodge, Dromsligo, Mallow, Co. Cork

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### PERSONAL PROFILE:

I am an outgoing person. I love meeting new people and learning new things. I consider myself to be a people person. I am very determined and love a new challenge. I am a highly organised person who pays great attention to every detail no matter how small. From previous employment I have expanded my ability to use my own initiative to solve any problem which may arise.

### EDUCATION:

- |                    |   |
|--------------------|---|
| <b>2023 –</b>      | University of Galway<br>Bachelor of Laws (LLB)  |
| <b>2020 – 2023</b> | National University of Ireland Galway<br>Bachelor of Arts Joint Honours<br><br>Graduated with: Bachelor of Law,<br>Bachelor of Sociology, and,<br>Bachelor of Political Science.<br><br>(2:2) |
| <b>2014 – 2020</b> | St. Mary's Secondary School, Mallow, Co. Cork.<br>Qualifications Received: Leaving Certificate<br>Junior Certificate  |
| <b>2008 – 2014</b> | Convent Primary School, Bathview, Mallow, Co. Cork  |
| <b>2006 – 2008</b> | Scoil Isogain, Spaglen, Mallow, Co. Cork  |
| <b>2006 – 2019</b> | Royal Irish Academy of Music<br>Qualifications Received;      Piano: Elementary – Grade 6<br>Violin: Preliminary – Grade 8  |

## Employment History:

2021 – Current

Gate Cinemas Mallow

- Anticipate customers need, providing them with excellent customer service while upholding the brand standard and overall experience.
- Swiftly and professionally addressed any customer complaints, escalating to management when requested.
- Maintained a clean, organised inventory and curated displays of rotating stock.
- Proactively staying informed about the businesses offerings. T
- he ability to provide prompt customer support with a professional, friendly and patient attitude.
- Listen, diagnose and resolve issues guiding individuals through step-by-step solutions.
- Greeted customers and handled payments via a POS system fulfilling over 100 orders per shift.

2018 – 2023

Private Music Teacher

- Have taught piano, violin and music theory to children and people of all ages
- Have given private and group lessons
- Developed skills in motivating, helping and advising people so that they can improve their music skills.
- Developed great listening, communication and people skills.
- Advanced my organisation skills when scheduling lesson times and ensuring all materials were covered in the adequate time necessary.

## Core Skills

- Excellent time management skills.
- I have very good organisation skills.
- Complaint handling.
- Extensive product knowledge.

- Exceptional customer Care.
- IT Skills.
- Active listening and communication skills.
- Problem solving.
- Very good interpersonal skills in particular patience

#### ADDITIONAL ACHIEVEMENTS:

- Volunteered in my local library “knit Wits”, which is a children’s knitting group where I helped teach children aged 5-13 how to knit.
- Knit hats for Age Action for the Innocent Smoothies Company along with donating knitted new born baby hats to CUMH Neonatal Unit.
- Bronze Gaisce award.
- Awarded a Ceim digital learner badge.
- Selected to become a Ceim Leader for the upcoming academic year in NUIG for Law.
- Completed and received a certificate of completion for a Beginner Irish Sign Language Course.

#### REFERENCES:

Ms Yvonne Bane (Principal),  
St Mary’s Secondary School,  
Mallow,  
Co. Cork

Tel: (022) 21998

Tracey O’Brien (Head Manager),  
Gate Cinemas  
Mallow & Cork,  
Co. Cork

Tel: (021) 4279595

Ms Butler,  
Mother of music lesson student.

Tel: 0861929068

Thank you very much for taking the time to read my C.V. I look forward to hearing from you.

Signed: Samantha Cooney