39 The Bramley, Orchard Gardens, Dennehys Cross. Cork

Email: sarahcharlottebutler@gmail.com Mob. 0871315922

Sarah Butler

**EDUCATION**

UNIVERSITY COLLEGE CORK

**Bachelor of Law** 2015 – Present

Predicted Result: 2:1

*Core Modules:*

Financial Services Banking Law Company Law Commercial Law

Contract Law Employment Law Income Tax Law Equity Law

Information Technology Law

REGINA MUNDI COLLEGE, Cork 2002 – 2008

**Leaving Certificate**

**RELEVANT WORK EXPERIENCE**

FIVE RIVERS FOSTERING Office Administrator February 2018 – Present

* Asssting with the day to day running of the office
* Typing reports and assisting with inbound calls

AMAZON SELLER SUPPORTTechnical Account Manager November 13 – February 2018

* Assisting sellers through phone, email and chat support with account management, shipment logistics, order related issues and listing on the Amazon platform in UK and across the EU.
* Maintaining composure and patience in face of difficult customer situations
* Dealing with mentoring new hires, delivering training and assisting my colleagues with complex cases.

EOIN C DALY MALLON SOLICITORS, Cork (Voluntary) July – Sept. 2017

* Reception duties including call handling and directing clients to appropriate solicitor
* Log incoming and outgoing mail in log book

DEPT. OF JUSTICE, GARDA RESERVE (Voluntary) 2010 - 2016

* Assisting Gardaí in day to day business such as patrols, assisting in arrests, camera surveillance and public office duties

VOXPRO/GOOGLETechnical Support Agent March 13 – October 13

* Processed an average of 20 inbound and outbound technical support calls per day.
* Supported customers having data connectivity issues.
* Provided thorough support and problem resolution for customers.

AMAZON CUSTOMER SERVICECustomer Service Agent October 12 – January 13

* Helped customers track and ship packages, responding to an average of 30 chats per day.
* Support customers with online billing and account issues.
* Provided thorough support and problem resolution for customers.
* Resolved customer complaints and concerns with strong verbal and negotiation skills.

LADBROKES Cashier June 12 – Sept 12

* Taking and processing bets from customers.
* Working as a team, performing cashier duties, product assistance and cleaning.
* Maintained adequate cash supply in cash drawers in multiple checkout stations.
* Performed store opening duties, including counting cash drawers and checking all equipment for proper functioning.

ABTRANCustomer Service Agent June 11 – March 12

* Advised customers on health insurance cover for various procedures.
* Collected customer feedback and made process changes to exceed customer satisfaction goals.
* Processed applications, payments and cancellations.
* Retained 80% of policyholders during annual renewal period.

SODEXO Food Service Assistant August 10 – June 11

* Quickly and efficiently processed payments and made accurate change.
* Carefully maintained sanitation, health and safety standards in all work areas.
* Closely followed standard procedures for safe food preparation, assembly and presentation to ensure customer satisfaction.

GAME STOP Sales Assistant Nov 09/10 – Dec 09/10

* Taking cash and credit card payments for items.
* Assisting with store closure procedures such as counting money and re-stocking shelves.

**INTERESTS & ACHIEVEMENTS**

**IT Skills:**

Salesforce, Outlook, MSWord, Excel, PowerPoint, Gmail,

**Languages:** Passionate about learning a new language and am focusing heavily on improving my German.

**Voluntary:**

**Mature Student Representative** on the Steering Committee for the Peer Support service. We assist with various issues that peer supporters face as well as deciding how the yearly budget will be spent.

UCC Peer Supporter: Assisting new students settle in to University lifeandconducting campus tours for Leaving Cert students

**Travel:** Enjoy exploring new countries and experiencing new cultures and have traveled extensively in the Caribbean, Egypt, Europe

**Reading:** Keen reader, particularly interested in contemporary fiction.

**Art**: Avid art fan and I enjoy all forms of artwork. In my free time I enjoy attending art shows particularly Banksy.

**REFERENCES** Available on request.