**Sarah Dugdale**

* Ranelagh, Dublin 6     ◆      0834648849     ◆     sarahdugdale90@gmail.com  ◆     LinkedIn: sarahdugdale

  Personal Statement

I am a highly motivated, organized and confident individual with a strong work ethic, an eye for detail and good analytical skills. I am efficient and I possess a desire for excellence in all I do. I have developed particularly good leadership and communication skills through college group projects and part-time jobs. I have a keen interest in law and tax and I am determined to find a challenging graduate programme with an established and reputable firm.

 Education

Bachelor of Business and Law, Expected 05/2023 University College Dublin, Year 3 Result: 2.1

Leaving Certificate, 06/2019

Yeats College, **Galway- Points**: 554

 Skills

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| * Confident communicator
* Accurate cash handling, reconciliation and lodgment.
* Training, Supervision and Communications- training and supervising new members of staff.
* Customer Service- Diplomatic and customer focused with the ability to identify key customer priorities in all of my previous positions.
* Problem-solving- I assisted with the book-keeping function and analysis.
* Experience of accounting for customer and supplier’s payments and receipts.
 | * Self-reliance and initiative- confident in operating with a minimum amount of supervision and on my own initiative as I have been left in charge of the restaurant many times.
* Teamwork- the ability to work enthusiastically as part of a team in a multi-disciplinary environment, while developing relationships with a wide range of stakeholders.
* Proficient in all Office 365 Applications
* Familiar with various POS systems
* Bloomberg Market Concepts
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  Work Experience

**Sub- Editor of the SLS Journal,** October 2022- Present

**UCD Student Legal Service**

* Responsible for overseeing content, accuracy, layout and design
* Independent research and preparation of legal topic to ensure all relevant information has been included
* Writing, re-writing and proof-reading text

**Judge for Negotiation Competition,** October 2022- Present

**UCD Student Legal Service**

* Assess the negotiation, the post consultation discussions and presentations delivered by student competitors.
* Judge and rank students on level of knowledge, flexibility in adopting the negotiation and tactics.
* Independent research and reading of the topic to gain a prior understanding of both sides.

**Sales Photographer,** June- August 2022

**Photogenic Inc- USS Midway Museum, San Diego, California**

* Greeted and photographed visitors as they entered the museum
* Interviewed and reviewed photographs with clients
* Printed, Edited and Framed photographs
* Explained price and package deals to customers
* Guaranteed positive customer experiences and resolved customer complaints

**Office Assistant**, Summers of 2016 –2020

**Stonehouse Cash and Carry** – Mohill, County Leitrim

* Receptionist duties, office administration and order entry.
* Made copies, sent faxes and emails, and handled all incoming and outgoing correspondence.
* Proactively identified and solved complex problems that impact management and business direction.
* Created and maintained spreadsheets using advanced Excel functions and calculations to develop reports and schedules.
* Elevated customer satisfaction ratings by resolving issues promptly to the customers satisfaction.
* Assisted with the training of new staff in the office

**Waitress,** July 2021- April 2022

**Lough Rynn Castle Estate & Gardens-** Mohill, County Leitrim

* Ensured optimal guest experience by seating guests, taking orders, serving dishes and removing utensils.
* Experience with restaurant Point of Sale system whereby I managed orders and their financial transactions.
* Knowledgeably recommended menu items based on customer needs and preferences.
* Negotiated customer concerns and ensured I was actively listening to the needs of the guest.
* Ensured maintenance of food hygiene in accordance with standards and guidelines
* Executed top-quality customer service, including greeting guests in a positive and friendly manner.

**Retail Sales Assistant and Floor Worker**, 2019 –2021

**Baxters, Centra** – Mohill, County Leitrim

* Maintained and organised inventory and curated displays of rotating stock according to dates and replenished floor stock to provide product availability for customers.
* Anticipated customer needs and provided them with a high-quality service to ensure customer satisfaction
* Meticulously handled POS system transactions including credit, cash, exchanges, returns and refunds to ensure seamless and accurate cash flow
* Fostered relationships with customers to expand customer base and enhance loyalty and retention.

**Dog Walker, February 2022- Present**

**Outpaws Dog Walking-** Ballsbridge, Dublin 6

* Ensured the safety and wellbeing of up to 14 dogs, 3 days a week
* Responsible for bookkeeping aspects of the business
* Proactively involved in the daycare and outsource aspect of the business, dealing with customers diligently.

**Achievements and Interests:**

* Interested in running and the gym.
* I am an active member of Mohill Basketball Club and UCD Social Basketball Team.
* Member of UCD Ladies Football and Tag Rugby Team.
* Dog walker and minder for various families in the Dublin 4 area.
* Committee member for the 2022-2023 UCD Economics and Commerce Society where I aided in the collection of money and line management for Commerce Ball tickets, encouraged students to sign up during freshers week by providing information about the operation of the society at the relevant stall.
* 2022-2023 Class Representative for Business and Law Stage 4 Quinn School of Business Forum where I am responsible for bringing the concerns about the business aspect of the course to the attention of the school at forum meetings.
* Interest in Business and Finance

**Referees:**

Mr Ciaran Reidy, Director of Lough Rynn Castle Estate and Gardens, Mohill, Co. Leitrim

Ms Deborah Clarke, Manager of Stonehouse Cash and Carry, Mohill, Co. Leitrim.

Ms Laoise Downes, Owner of Outpaws Dog Walking, Ballsbridge, Dublin 4.

Ms. Hazel Tuthill, Principal of the Hunt National School, Mohill, Co. Leitrim.