

**Shauna Robinson**
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**Personal Profile**

A final year student studying Business and Law in UCD, who has experience in building customer relationships. I have demonstrated this skill by working in customer service positions in busy stores, where my passion and commitment of delivering exceptional service were displayed over the course of 2 years. I have the ability to recognise people’s needs and would strive to provide clients with the best possible service. I believe this transferable skill would be highly beneficial in my role as a trainee solicitor working in ByrneWallace.

**Employment History**

**May 2015 – Aug 2015:** **Sales Representative at Blazing Saddles, San Francisco.**

* Responsible for customer paper work, authorisation transactions and financial handling.
* Actively responded to managerial requests.
* Implemented a waiting system when bicycle supply was low and co-ordinated this against a high demand from customers.

**Oct 2014 – May 2015:** **Customer Assistant at McCabes Pharmacy, Dundrum.**

* Aided customer queries and provided advice on specific products.
* Advised customers on OTC medications.
* Successfully monitored stock levels and merchandised products effectively.
* Responsible for ensuring premises was locked and secured when closing, including removal of cash from registers each night.

**Oct 2012 – Sept 2013:** **Customer Service Representative at Dunnes Stores, Cavan.**

* Assisted customers with queries, in particular complaints they may have had with products.
* Processed refunds, returns and exchanges.
* Managed main float, and each cashiers end-of-day tally for both drapery and grocery divisions. Ensured each float was returned and signed off to the cash office each night.
* Answered phone calls, made announcements using intercom and processed orders for online store.

**Apr 2010 – May 2011: Clerical Administrator at the Credit Union, Cavan.**

* Administered banking transactions, - namely cash withdrawals, cash lodgements and loan repayments.
* Supervised the initial stage of loan applications, ensuring each applicant had every requirement met.
* Opened new members’ accounts.

**Education**

**2012 – to date**  **University College Dublin**
 Bachelor of Business and Law, (Hons)
 Expected grade: -2.1. *For individual results see appendix 1.*

**2006 - 2012**  **Loreto College Cavan**
 Leaving Certificate Results: 495 points.
` *For individual results see appendix 2.*
**2010**  Completed the Transition Year Programme and was awarded a Certificate of Excellence for my contribution throughout the year.

**Interests and Achievements**

**Travel Interests** Volunteering and J1 VisaSummer 2015: lived and worked in San Francisco on a J1 visa completely independent for 12 weeks.
Summer 2014: fortunate to be selected out of 450 applicants to volunteer in Tanzania as part of the UCDVO Programme. Raised €2,500 for resources and ensured that over 30 teachers were competent with computer skills before leaving. Spent a further 3 weeks traveling around Africa after the project.

**Piano Teaching** Successfully completed all pianoforte grades from the Royal Irish Academy of Music, and have transferred this skill to teaching children in my local area.
Have also been awarded a Higher Achiever Award on two occasions from the Academy.

**Student Forum** A Student Forum Representative for the Business and Law class in both 2012 and 2013. Responsible for providing feedback from classmates and liaising with module coordinators and lecturers.

**Cooking** Have a keen interest in cooking and have a personal goal of learning to cook a different dish every two weeks. Would love to become a food critic as a hobby after retirement.

**Public Speaking** Completed all grades in Speech and Drama from the Irish Board of Speech and Drama and also completed all exams in Proficiency in Pubic Speaking. Utilised this skill when I participated in the Cecil Lavery Mooting Competition in 2013 as well as group presentations.

**Peer Mentor** Peer Mentor for the Business and Law class 2013. Met with students throughout the semester and offered guidance during exams.

**Fitness** Currently attend a mixture of Pilates and Les Mills Body Pump classes.

**References**

Ms. Carol McElroy Mr. Alistair Reid
McCabes Pharmacy, Dundrum Dunnes Stores, Cavan
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**Appendices**

Appendix 1: Statement of University Results:

University: UCD
Course: Business and Law

|  |  |  |
| --- | --- | --- |
| Stage 1 | Stage 2 | Stage 3 |
| Constitutional Law: Institutional Framework (B-) | Principles of Finance (D-) | Financial Accounting 2 (D) |
| Contract: Formation (B) | People at Work (C-) | Business Strategy (C-) |
| General Introduction to Legal Studies (B) | Negligence and Related Matters (B+) | Matrimonial Law and Reliefs (B+) |
| Mathematics for Business (B-) | EU Constitutional Law (C) | Company Law 1 (B) |
| Data Analysis for Decision Makers (C-) | Foundations of Management Thought (D-) | Marketing: Firms, Customers and Society (B-) |
| Business in Society (B-) | Criminal Liability (C+) | Property Law 1 (B+) |
| Inside Organisations (C+) | Financial Accounting 1 (E) | Management Accounting (D-) |
| Principles of Microeconomics (D) | Principles of Management and Marketing (C+) | Global Business (B) |
| Constitutional Rights (C+) | Nominate Torts (A) | Global Operations & SCM (B) |
| Contract Law: Vitiating Factors and Remedies (B+) | Criminal Offences and Defences (B-) | Company Law II (B-) |
| Law and Legislation (B+) | EU Economic Law (B) | Property Law II (B+) |
| ICT in Business (C+) | Business Analytics (C+) | Family and Child Law (B+) |

Stage 1- Average GPA: 3.12 Stage 2- Average GPA: 2.85 Stage 3- Average GPA: 3.15

Appendix 2: Leaving Certificate Results:

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| --- | --- | --- |
| Subject | Grade | Level |
| Irish | B1 | Higher |
| English | B2 | Higher |
| Maths | B1 | Ordinary |
| Biology | B1 | Higher |
| German | B2 | Higher |
| Business | A2 | Higher |
| Geography | B3 | Higher |
| Music | C1 | Higher |

Total Points: 495