

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

A final year student studying Business and Law at UCD, who has experience in forming 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 summer intern with Byrne Wallace.

**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 in a polite manner, 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, Business and Law (Hons)**
 Expected grade: -2.1
 GPA: Stage 1: 3.12, Stage 2: 2.85, Stage 3: 3.15, Stage 4: 3.56.

**2006 - 2012**  **Loreto College Cavan,**
 Leaving Certificate Results: 495 points.
Individual university results are available upon request.

**Interests and Achievements**

**Volunteering and J1** Travel Interests:Summer 2015: lived and worked in San Francisco on a J1 visa for 12 weeks.
Summer 2014: 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.

**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. Utilized 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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