Curriculum Vitae: Tom Carroll

**PERSONAL DETAILS**: **Contact Details**:

**Name:** Tom Carroll **Mobile:** +353 86 2216809

**Address:** 6 Grove Paddock, **Email:** carrolltom98@gmail.com

Blackrock,

Co. Dublin

**Date of Birth:** 26th December 1998

**EDUCATION:**

**Postgraduate (2020-2023) Ulster University**

* MSc Management & Corporate Governance (ICSA qualification)

**Third Level (2017-2020):** **Technological University Dublin**

* L.L.B. (Hons) in Law; First Class Honours (2020)
* Achieved 1st place with highest overall marks in my graduating year group.

**Secondary (2011-2017): St. Michael's College**

* Leaving Certificate (2017)
* Junior Certificate (2014)

**WORK EXPERIENCE:**

**Graduate Programme - Company Secretarial**

**KPMG, September 2020 – November 2023**

(Due to Covid-19, commencement deferred to November 2020).

* My goal upon completion of this Graduate Programme is to graduate with an MSc in Management & Corporate Governance in 2023 (Ulster University).
* Achieve ‘Associate’ member status of the Institute of Chartered Secretaries and Administrators (ICSA).
* Gain invaluable experience while learning on-the-job in the KPMG legal department and completing training.
* Enhance skills via training provided by the KPMG Business School.

**Deal Desk Analyst – LinkedIn**

**Telus International, June 2020 - September 2020**

In this role, I collaborated with Sales Representatives and other departments within LinkedIn to prepare and close deals for clients, regarding the sale of LinkedIn products.

* Responsible for the preparation and review of contracts and legal terms.
* Gained valuable insight into the legal aspect of deals between LinkedIn and their clients.
* Ensured that the products required by the clients of LinkedIn were valid for renewal once the contract end dates had expired.
* Successfully collaborated with various departments via the popular CRM, Salesforce, while engaging remotely with team due to COVID-19

**Fraud Operations Analyst**

**Ding (telecommunications), September 2019 - December 2019:**

In this role, I had a substantial amount of responsibility for protecting the company’s revenue by reviewing high-risk transactions and identifying fraudulent behaviour on client accounts.

* Successfully identified, investigated and prevented new fraud trends.
* Reviewed large quantities of data, transactions, fraud reports, mobile operators and customer information.
* Responded accordingly to chargebacks while liaising with other company departments.
* Ensured that the company abided by anti-money laundering regulations in transactions

Achievements:

* Exceeded all IT/Analytical challenges for new recruits.
* Awarded quarterly bonus for achieving performance targets as set by the management team.

**Customer Support Agent**

**Paddy Power Betfair, November 2017 - June 2019:**

I directly advised customers via phone, email and live chat regarding various queries in a highly pressured environment.

* Advised clients on a wide range of queries via phone, email and live chat.
* Liaised with finance department regarding account payments.
* Analysed ID documents to confirm security and authentication of clients.
* Assisted the management team with bet error reports.
* Became proficient with GDPR, AML and other regulations surrounding online gambling.

Achievements:

* Successfully completed the mandatory 6-month probation period.
* Surpassed monthly targets set by the management team.
* Awarded ‘Agent of the Month’ in April 2018 and February 2019 for outstanding performance.

**ISA Sailing Instructor**

**JHBR Sailing Club, July - August 2016 - 2017:**

In this role, I successfully assisted in the running of a 5-week sailing course for young students in a pressured and challenging environment.

* Ensured the safety of children from ages 8-15 both onshore and on the water.
* Coached the students towards achieving various certificates of sailboat competency.
* Organised daily skills sessions for the participants on the sailing course.
* Delivered presentations on sailing theory knowledge.
* Successfully gave students a lifelong love for the sport.

Achievements:

* In 2015, I was awarded the ‘Commodore’s Cup’ – the most prestigious award that can be attained, for my contribution to and enthusiasm for the club.

**OTHER ACHIEVEMENTS:**

* ComputeTY course (DCU): 18/09/2015
* ISA Sailing Instructor: 21/03/2016
* ISA National Powerboat Certificate: 22/03/2015
* ISA Emergency First Aid: 07/02/2016
* ISA Garda Vetting: 29/04/2016
* Full Driving Licence 06/09/2017
* Sign Language.

**CHARITABLE/COMMUNITY VOLUNTARY WORK:**

* Worked as a volunteer in The Down Syndrome Centre for 2 weeks (September 2015).
* Contributed to the fundraising of €50,000 for the Spiritan project in the Vila Prudente favela in Sao Paulo, Brazil. I was successful in a competitive interview which allowed me to visit the favela with the Transition Year Immersion Trip group.
* Have taken part in the Goal Mile charity run every Christmas Day for the past 11 years.

**PERSONAL INTERESTS:**

**Sport:**

* Football: Current captain of AIB Super League team.
* Rugby: Member of Old Belvedere Rugby Club
* Sailing: Fully qualified instructor for Beginners – Advanced Boat Handling.
* Golf: Member of Blainroe Golf Club

**Music:**

* Instruments: Guitar and vocals.
* Have performed to a full capacity National Concert Hall (c. 1,200).
* I record and produce original music.
* Won Songwriter of the Year 2017 in school music competition.

**Societies:**

* Co-founding member of FLAC Society (Free Legal Advice Centres) at TUD. (2019-2020)
* BIMM & Live Music Society at TUD (2017-2020)
* Law and Debating Society at TUD. (2017-2020)

(Ref. on request)