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| Victoria Phillips | Lorettoville,  Oak Park rd.  Carlow town,  Co. Carlow  **0851881146**  **victoria.phillipz@gmail.com** |
| EXPERIENCEThe Revenue Commissioners, Kilkenny — *Clerical Officer*February 2020 - PRESENT I resolve tax and compliance related queries from PAYE to CGT for the Personal Division of Revenue. I communicate with customers over the phone, through the PAYE helpline, and through the enquiries that are sent in. I respond in a timely manner ensuring all details are dealt with correctly and time efficiently. VHI, Kilkenny — *Sales*Dec 2018 - Jan 2020 I recommended health insurance policies based on the specific needs of the consumer by examining their health requirements. I handled many calls in a relatively short space of time while maintaining excellent rapport with the customer. I was also trained in conflict resolution, phone skills, and resilience. We had lectures on resilience frequently and were given techniques on how to maintain a resilient member of the team. Bank of Ireland, Kilkenny — *Customer Service*June 2017 - Dec 2018 I resolved customer queries in relation to fraud, everyday transactions, and general enquiries. This was a very taxing position as no one calls their bank to sing its praises. A large portion of this role involved conflict resolution and resilience. Here I was also trained in conflict resolution. NK Communications, Dublin— *Sales*Jan 2017 – June 2018 I worked here on their Energia campaign. I would travel door to door to encourage people to change electrical provider to Energia. After my first month I was promoted to a Regional Sales Manager, which meant my targets were that of my team, and my own combined. I would travel around Carlow, Kilkenny, and Wicklow to meet with the salespeople on my team and train them. I would help them find the best technique to sell their product and encourage them. This employment required resilience, confidence, and the ability to communicate effectively. EDUCATIONUniversity College Dublin, — *BA HONS English and Sociology* 2011 - 2015 I studied many interesting subjects such sociology of religion, gender studies, literature, and philosophy to name a few. I was a member of the English Literary Society where I would chair meetings and make speeches regarding guests we would entertain as part of this society. We often had UCD alumni who are successful writers. The Honorable Society of Kings Inns, Dublin — *Diploma in Legal Studies*2016 - 2018 This was an intense two-year diploma where the aim is to condense four years of law into 2 years. It allowed me to become more resilient, priorities tasks, become a confident public speaker and learn key elements of the law. Carlow Institute of Technology, Carlow — *Professional Sales Certificate*2019 I achieved this certificate as part of my employment with VHI. It was a valuable skill which enabled me to become a better salesperson. | SKILLS  * Excellent interpersonal skills * Excellent written and verbal skills * Excellent organizational skills * Typing Speed of 60 wpm * Computer literate * Conflict Resolution * Telephone Skills/Soft skills * Legal Knowledge * Critical Thinking * Problem Solving  LANGUAGES English, Irish (basic), French (basic), Spanish (basic) |