

Zoe Davis

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Address: 18 Millmount Avenue, Drumcondra, Dublin, D09 H3K8

Date of Birth: 25/02/2002

Skills & Qualities

- Customer Service
- Collaboration
- Customer
- Enquires
- Complaints Resolution
- Resourceful
- Enthusiastic
- Diligent
- Microsoft Office
- Manual Handling
- Coding and Web Design
- CPR

Work Experience

Waitress – The Skylon Hotel, Dublin September 2023 – Present

- Taking customers' orders accurately and providing menu recommendations.
- Collaborating with fellow waitstaff and kitchen/bar personnel for efficient operations.
- Serve food and beverages promptly and ensure customers' needs are met.

Server – The Dock at Montrose Beach, Chicago June 2023 – August 2023

- Delivered prompt, accurate and engaging service whilst simultaneously completing side-work and co-ordinating with other staff members.
- Demonstrated menu and promotion knowledge and built rapport with customers to increase sales.
- Calculated, split, and cashed out tabs as needed.

- Followed safe food handling practices and licensing protocols to ensure the safety of guests.

**Retail Supervisor – New Look Dundalk
June 2021 – February 2023**

- Assisting the store manager with the recruitment, training, development, and succession of high performing team members.
- Supporting the Store Manager in monitoring and controlling weekly staff availability and payroll budget.
- Maintaining store paperwork in accordance with company policies and standards.
- Delegating tasks to team members and overseeing their completion.
- Managing inventory control.
- Resolving customer complaints.
- Motivating and supporting team members to achieve company goals and values.
- Merchandising stock.
- Overseeing the store's cash management; recognizing monetary intake and rectifying discrepancies.

**Bartender – Fitzer's Catering
December 2020 – February 2023**

- Keeping the bar area safe, clean, and well-stocked throughout each working shift.
- Performing daily inventory audits.
- Taking customer orders.
- Setting and serving meals.
- Preparing alcoholic beverages and cocktails for customers.
- Communicating with patrons and co-workers in a warm and friendly manner.

**Legal Assistant – Seán T O'Reilly & Co. Solicitors
April 2022 to July 2022**

- Communicating with clients and co-counsel; conducting meetings and providing updates on the progression of cases.
- Providing administrative and secretarial support.
- Conducting legal research and assisting in the preparation for proceedings.
- Drafting official correspondence and court documents at the solicitor's request.
- Filing court documents on behalf of the solicitors.

Education

Junior Certificate - Coláiste Chú Chulainn, Dundalk, 2017

Leaving Certificate - Coláiste Chú Chulainn, Dundalk, 2017

Bachelor of Business and Law - University College Dublin, 4th year student

Additional Information

Language - Proficient in Gaeilge, conversational level of European Spanish. **IT**

Skills - Extensive knowledge of Microsoft Office. Familiar with business management software such as, SAP and Kronos and POS systems including Toast. Proficiency in coding languages HTML and CSS.

References

Rosemary Howell Hospitality Manager at Fitzers Catering Company, +353 87 2459944	-Seán O'Reilly - Principal of Seán T O'Reilly and Co. Solicitors, +353 42 9328932	Ciara O'Farrell - Manager at NewLook Dundalk, +353 87 2389330
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I would like to take this opportunity to thank you for reading my Curriculum Vitae.