

Jane Bloggs

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EDUCATION

Bachelor of Engineering (Honours) in Sustainable Energy

2009-2013

Cork Institute of Technology – **Overall Result: 2H1**

Core modules include: Climate Energy & Change; Electrotechnology; Sustainable Energy; Instrument Calibration; Engineering Graphics; Ocean Energy

Final Year Project: Give title of project ... Aim of the project was ... Project was presented to a class of 30 using PowerPoint Presentation.

Leaving Certificate – 450 Points, including six higher levels grades and A2 in Physics

Placement Experience:

Ocean Energy, Galway

Aug – Oct 2012

Energy Procurement Trainee

- Secured one of only three internships available at the company by successfully passing each stage of a competitive selection process, including an interview.
- Completed a Report on XXX in South-West region.
- Demonstrated flexibility in taking on a number of tasks to assist the Research Officer.
- Performed a range of administrative duties as required.
- Gained a valuable insight into the work undertaken within a Sustainable Energy Environment.

EMPLOYMENT HISTORY

Bar and Restaurant Staff

Flaherty's Pub, Main Street, Middleton, Co. Cork

April '11-Present

- Performed the role of waitress and bar attendant.
- Handled cash transactions quickly and effectively.
- Demonstrated flexibility and teamwork in handling a busy work environment.
- Provided an excellent level of customer care, even at busy times.
- Took responsibility for training and supporting more junior staff members.
- Balanced tills, secured takings, and locked premises at close of business.

Sales Assistant

Benny's Surf Shop, Hyannis Port, Cape Cod, USA

Summer 2010

- Handled queries and requests from customers with care and efficiency.
- Excelled monthly sales targets.
- Demonstrated tact and sensitivity when handling complaints.
- Won "Employee of the Month" for excellent performance

Telesales Agent

Go4It Communications, Western Road, Cork City, Ireland

Feb-Aug 2009

- Provided outgoing sales support calls to existing customers.
- Dealt with customer queries and advised customers when possible or referred them to the technical sales team when appropriate.
- Developed IT and customer service skills, gained deeper understanding of broadband technology.

SKILLS

Teamwork:	Played an active role in a large, close-knit team in both the hospitality and communications industry. Took responsibility for planning and coordinating work as part of group assignments in college.
Communication:	Developed strong communication and interpersonal skills through several customer-orientated roles. Cooperated closely with other staff members and handled ongoing counter queries from customers.
Computers:	Proficient in Microsoft Office on completion of ECDL. Experienced user of SPSS. Spreadsheets - drafted tables and graphs using Microsoft Excel for college projects and research undertaken in the Dept. of Public Health. Microsoft Word, Excel, Internet Explorer, etc...

INTERESTS AND ACHIEVEMENTS

GAA:	Member of Cloyne GAA Club and was successful in winning various underage county titles with the club at U-16, U-18 and Intermediate level.
College:	Elected Class Representative (2011/12)
Music:	Currently learning to play guitar
Travel:	Travelled throughout America and South America during summer breaks

Full Clean Driving License

RERERENCES

Dr. Joe Murphy, Dept. of Mechanical Engineering, Cork Institute of Technology, Bishopstown, Cork
Tel: 021-123456 / **Email:** joe123@cit.ie

Ms. Mary Morgan, Manager, Flaherty's Pub, Main St. Middleton, Co. Cork
Tel: 021-234568 / **Email:** mmurphyflaherty@eircom.net