

# KATE MULQUEEN

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Energetic, goals-orientated, punctual individual eager to bring strong organizational and administration skills to my next role. Interested in learning new skills to develop and progress to the company's needs. Excellent written and verbal communication skills with the ability to develop and maintain relationships. I have worked in an office environment for the last two years. Transferable public speaking and training skills. Proficient at quickly learning new procedures and taking ownership of diverse projects. Flexible and hardworking with a strong focus to succeed.

## SKILLS

- MS Word, PowerPoint, Excel
- Sage Accounts
- Strong communication skills
- Excellent customer service capability
- Adobe Illustrator
- **Customer service credit:** 100% mystery shopper result during my four years' service (*Accessorize*)
- Ability to work using my initiative
- Teamwork

## EDUCATION

<b>Pembroke College</b>	2016 - 2017	ITEC Beauty course
	2016	CIBTAC Spray tanning course
<b>Limerick Institute of Technology</b>	2013 - 2015	Hotel front office Management
	2012 - 2013	Interior Design and Technology
<b>Limerick College of Further Education</b>	2011 - 2012	Multimedia Production FETAC Level 5

## EMPLOYMENT HISTORY

September 2020 – Present

**TRAVEL AND ACCOMMODATION ASSISTANT, FOUNDATION, TERMINUS SERIES 1 DAC, Troy Studios Limerick**

- Knowledge on scheduling, call sheets, DOODs, prep sheets & daily meeting schedules.
- Administration: Answering queries over emails and phone, Microsoft office working with excel, word, PowerPoint.
- Liaising with all cast agents, travel agents and crew, making sure they are looked after with all travel and accommodation essentials across all aspect of the job.
- Creating travel itinerary's for cast and crew, creating and issuing spreadsheets for all travel and accommodation this helps the team with all the inbounds and outbounds.
- Processing purchase orders, liaising with companies to get quotes & pricing. Checking invoices making sure all information corresponds.

March – June 2020

**RECEPTIONIST, PJ MATTHEWS**

- **Administration;** answering and forwarding incoming calls, and directing them to a suitable department, receiving and sorting emails, filing paperwork, organizing the daily cash/credit of sales paperwork and monitoring goods in and out for materials and customer orders.

- **Customer service;** greeting customers by welcoming and directing them to the appropriate department in the store.

**August 2018 – February 2020**

**SIGN MAKER, SIGN ZONE LIMITED**

- **Administration;** including processing sales, orders and entering invoices using sage accounts
- Producing designs and transferring them to the appropriate materials, applying wraps and vinyl on vehicles
- Completing tasks to strict timelines within in a fast-paced business

**February 2014 – August 2018**

**SENIOR SALES ASSISTANT, CARRAIG DONN, CRESCENT SHOPPING CENTRE**

- Processing sales, refunds and exchanges
- Start and end of day cash reconciliation
- Stock replenishment, visual merchandising including window display and shop floor, maintenance of stockroom layout, keeping the shop floor clean and tidy
- Meet and Greet customers as they enter the shop, customer service including, answering customer queries, assisting customers
- Occasional management processing payroll

**November 2014 – February 2015**

**SALES ASSISTANT, CARRAIG DONN, JETLAND SHOPPING CENTRE**

- Greeting customers as they enter the shop
- Customer service including processing sales, answering customer queries, assisting customers
- Stock replenishment, visual merchandising including window display, maintenance of stockroom layout, keeping the shop floor clean and tidy

**May 2014 – November 2014**

**FOOD & BEVERAGE ASSISTANT – PART-TIME, LIMERICK STRAND HOTEL**

- Providing a warm welcome for guests
- Ensure timely delivery of food and beverages to guests
- Processing orders, check-in with the guests to see if everything is going well and resolve any issues
- Clean and effectively reset tables for the next guests

**December 2013 – January 2014**

**RETAIL ASSISTANT – PART-TIME (CHRISTMAS TEMP), MONSOON, THE CRESCENT SHOPPING CENTRE**

- Customer service processing sales, refund and faulty exchanges
- Stock replenishment, visual merchandising, including window display
- Maintenance of stockroom layout

**June 2008 – August 2013**

**RETAIL ASSISTANT – PART-TIME, ACCESSORIZE THE CRESCENT SHOPPING CENTRE**

Same as above.

*References available upon request*