

Deana Hurley

Customer Service / Administrator - Cork, Ireland

W: <http://www.worky.com/deana-hurley>

I am a very confident person who is willing to try out new things and learn new skills. I love working in the clerical, administration and customer service areas. I love Computers and have a great interest in improving my knowledge and skills with them over the years to come. I do a small bit of Graphic Design on the side as I am also an artistic person. I would love to expand this at some stage.

Deana Hurley's Professional Experience

2011 - 2012 **Amazon - Customer Service Agent**

Helping Customers using Phone, Email and Chat communication. Received certificate for being 100% Peculiar in the training class. Hit targets most of the time.

Key Skills Customer Service, Hardworking , leadership, Own Initiative, Target Hitter, Team Player, Uniqueness

2011 - 2011 **ACT Marketing - Sales Representative**

Temporary Contract, instore sales for Airtricity.

Key Skills leadership, Own Initiative, sales, Team Player

2011 - 2011 **Total Fundraising - Sales Representative**

Temporary Contract. Charity based company, door to door sales.

Key Skills communication, leadership, Own Initiative, sales, Team Player

2010 - 2011 **Cork Institute of Technology - Chairperson - Computing Society**

This was a voluntary position I held for 3 years. From 2008 - 2009 I was the secretary of this society and helped out with alot of the events and more. Next year from 2009 - 2010, I was promoted to Vice Chairperson and helped out even more. Then from 2010 - 2011 I was promoted once more to Chairperson, where I was in charge of the whole society and how it ran.

I had to create a budget for us on spenditure, organise events including our biggest one which is the Formal Ball we have every year.

It was very challenging but I loved every minute of it.

Key Skills Event organiser, Graphic Deisgn, hard worker, leadership, Own Initiative, Public Speaker, Team Player, Volunteer

2008 - 2011 **Cork Institute of Technology - Class Representative**

This was a voluntary position. From my first year of college I stepped up to the plate and accepted to be Class Representative. In this role I had to create social events for my class mates, organise tuition for hard modules, attend faculty meetings, help with student union events. It was a very challenging role but I loved it very much and it was all very worth it as I received an award for my "outstanding voluntary contribution" last year and I am well pleased and grateful for this. The recipients of this award are nominated by their classmates and then overlooked by a panel of judges. I am extremely delighted I was chosen.

Key Skills Event organiser, leadership, Own Initiative, Public Speaker, Team Player, Trustworthy, Volunteer

2010 - 2010 **Nokia - Sales Representative**

Temporary contract, based in a Carphone Warehouse store. Communicating with customers,

getting them to express their needs so I could recommend a phone to suit them.

Key Skills Own Initiative

2010 - 2010 **Cork Institute of Technology - Student Leader**

This was a temporary contract. In this role I had to help the new students and future students to find their way around college and set up their mobile wifi.

Key Skills leadership, Own Initiative, Team Player

2006 - 2007 **Provident Personal Credit - Officer Clerk**

Data Entry, Loans, Telecommunications, Paper work, Filing.

Cannot verify as cannot find email address.

Key Skills data, Filing, Telecommunications

2006 - 2006 **Barrett Agri - Administrator**

Data Entry, Telecommunications, Customer Relations, Money Handling, Filing

Key Skills customer relations, data, Filing, Telecommunications

2005 - 2006 **Caulfields Supervalu - Shop Assistant**

Store Rotation, Stock Handling, Customer Relations

Key Skills customer relations, Stock Handling

Deana Hurley's Education and Qualifications

2011 **member -**

Cork Institute of Technology

Great knowledge in the computing industry.

Course Reference : CR016 - Computing

2008 **Certificate - Software Engineering**

St Johns Central College

Gained knowledge of the computer history and major interest in the field of Programming.

2006 **second level/high school education -**

Colaiste Na Toirbhirte

Whats to say about school
