

Natalie Duffy

Business and Management Student

W: <http://www.worky.com/natalie-duffy>

Professional Experience

2008 - 2010 **Kelleher Insurances - Insurance broker, sales**

- Acted as direct link between clients and insurance companies, ensuring both parties were satisfied.
 - Developed rapport with clients and worked effectively and calmly under pressure.
 - Liaised with clients directly and via phone – processing payments, providing quotations and advice in a professional and courteous manner at all times.
 - Selected, sorted and distributed mail, sending it to the appropriate departments.
 - Responsible for daily takings count and lodgement of same.
 - Adhered to company policies and procedures in order to meet financial regulations.
 - Competently used office computer systems and databases Open GI, Misys, Spike and Adest.
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2006 - 2008 **Phoenix Center - Lesuire Center Receptionist**

- Aided in design, organisation and maintenance of booking schedule for sports hall, fitness studio, gym and other facilities.
 - Assisted in the organisation and management of events from conception through to execution.
 - Entrusted with the opening and closing of premises.
 - Ensured all necessary equipment was in place for the various activities and classes.
 - Organised replacement instructors and alternative classes when necessary and often at short notice.
 - Provision of high quality customer service to members of the centre.
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Key Skills Customer Service, Receptionist

2008 - 2008 **Aungier Street Pharmacy - Sales Assistant**

- Assisted with product selection.
 - Involved in launch of a range of new products.
 - Monitored deliveries and processed invoices checking for quality and quantity.
 - Handled numerous financial transactions on a daily basis.
 - Maintained shop floor, window & in store point of sale displays.
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Key Skills retail, sales

2007 - 2007 **Byran's Cafe - Waitressing**

Education and Qualifications

2011 **Bachelor/Degree - Business and Management**
Dublin Institute of Technology

2007 **second level/high school education -**
St Louis Secondary School, Carrickmacross

Additional Information

Links

Worky Profile - <http://www.worky.com/natalie-duffy>

Interests

I have a keen interest in travel and planned, organised and financed numerous trips to Europe, America, Canada and Asia. I also studied abroad in America and France.

Awards

I was nominated as Head Girl & Chairperson of the Student Council and Green School's Committee by the student body and members of faculty of my secondary school. I acted as spokesperson for the student body and I also planned and organised various fundraising and social events for the school.

In 2007, after being a member of my local kickboxing club for over ten years I received my black belt. At 17 I was responsible for training over 50 people. I am now a qualified referee and assistant coach.