

Susan Howard

W: <http://www.worky.com/susan-howard>

Business Student

I am currently in my final year at Dublin Institute of Technology; BSc Business and Management Honours Degree.

The programme develops the knowledge and skills necessary for a challenging business career. The degree covers areas such as International and Strategic Management, Accounting, Economics, Politics, Supply Chain Management and I have specialised in International Human Resource Management, Marketing Communications and Enterprise Studies.

I am also in the process of writing my thesis on 'Creating value through effective talent management practice with the use of Google as your benchmark.'

Professional Experience

2009 - 2010 **Pandora - Sales Assistant**

Key Skills customer service, sales targets

2010 - 2010 **Electricity Supply Board - Junior Administrator**

- Billing and invoice outsourcing
 - Correction of billing errors
 - Changing move in move out meter reads of tenants
 - Answering daily queries
 - Providing the highest degree of customer service
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Key Skills phone operations, customer service, billing, invoicing

2008 - 2009 **Brown Thomas - Sales Assistant**

Key Skills customer service, sales targets

2007 - 2007 **AIB Corporate Banking - Junior Administrator**

- Completing certs of interest
 - Performing call backs on drawdowns to the lenders
 - Answering queries on the phone
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Key Skills phone operations, financial operations

2005 - 2005 **Fairview Health Centre - Office Administrator / Receptionist**

- Answering the phones and registering patients
 - Filing patients medical charts
 - Registering appointments, medical card applications, sick notes and prescriptions
 - Handling payments
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Key Skills receptionist, filing, phone operations

Education and Qualifications

2011 **Bachelor/Degree - Business and Management**
D.I.T (Dublin Institute of Technology), Aungier Street

2007 **second level/high school education -**
Manor House School

Additional Information

Links

Worky Profile - <http://www.worky.com/susan-howard>

Languages

Spanish - Intermediate

Interests

Applicant into the Bolton Trust, Enterprise Ireland and Newstalk student enterprise competitions and awards

Hockey

Travelling

Memberships

Member of DIT BAM society

Committee Member of ESN society in DIT

Active member of Clontarf Golf Club
