

# vivienne O'Reilly

experienced hr administrator with people soft skills - Dublin, Ireland

W: <http://www.worky.com/vivienne-oreilly>

Enthusiastic individual who is ambitious and motivated to succeed. Excellent team player with the ability to work on own initiative independently or within a team. Has a proven history of meeting targets whilst providing excellent customer service within the insurance sector.

## vivienne O'Reilly's Professional Experience

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2008 - Present

### Enterprise Rent A cAR - HR Coordinator

- Set up and maintain employee files and attendance records
- \*Weekly timesheet tracking across Ireland
- Manage the quality and timeliness of employee reviews, send reminders and logs  
To managers
- Maintain all personnel records on the HR system including new starters and leavers using people Soft
- Involved in posting jobs, interviewing and selecting employees for Ireland
- Monitor candidates in interview process through ICIMS
  
- Run annual driving licence records for employees
- Send out offer packs and conduct the new hire paper work.
  
- Attend work fairs across Ireland to Promote Enterprise for the graduate Management training program.
  
- Comply with monthly reports to be run

Key Skills

Driving licence, Management, motivated and successful, Reports

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2008 - 2009

### Enterprise Rent A Car - Loss Control Administrator

- Investigate negotiate and evaluate claims
  - Working damage claims from inception to settlement
  - Negotiating with Third parties on settlement
  - Liaising with Liability handlers
  - Preparing invoice to be sent to customer or insurance companies.
  - Contacting customer to negotiate on settlements of claims
  - Handling incoming calls from customers
  - Ability to work under pressure to achieve monthly targets
  - Credit control –responsible for overseeing €100,000 of losses each month for collection
  - Preparing invoices to be sent to customer or insurance companies
  - Contacting customers for outstanding invoices
  - Auditing rental locations so that the meet underwriting criteria
  - Working within a team environment to meet group targets and personal targets
  - Responsible for providing coaching and guidance to my assigned rental locations when conflict situations may arise with customers and offering advice on how they can improve performance in there underwriting
  - Basic accounting entry's using excel for updating payments received
- Additional responsibility; providing cover for Out of Hours vehicle releases as part of our company's commitment to assistance providers; ensuring customers meet underwriting and renting criteria, liaising with customer and security company for vehicles to be released. Ensuring excellent customer service by providing solutions to all customer requests in an effective manner.

Key Skills

Customer Service, Admin attention to detail, Auditing, claims, Credit Control, Custoemr Service, Driving licence, EXCEL, invoices, negotiating, settlements, targets

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2006 - 2008

### Claims Handler

- October 06 - February 08 Quinn Direct Insurance  
Claims Handler
- Investigate negotiate and evaluate claims

- Working in conjunction with solicitors to review and conclude on personal injury claim settlements
  - Notification: first point of contact for all motor claims
  - Responding to letters within 24 hrs of receiving them
  - Managing Diaries set for claims on a daily basis
  - To keep reviews done on claims when they are requested
  - Arranging assessors work loads for priority viewing of vehicles
  - Reporting to Regional Claims Manager on all claims
  - Presentation of claims information at team meetings
  - Working closely with Regional Claims Controller, to advise on progress of claims
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Key Skills claims, reporting

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### **vivienne O'Reilly's Education and Qualifications**

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2006 **Bachelor/Degree - Business Studies**  
**instutute technology Blanchardstown**

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### **vivienne O'Reilly's Additional Information**

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#### **Interests**

I enjoy swimming,going the gym and socialising with friends

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