

Yvonne Matthews

Hospitality, Packaging & Design - Rush, Co. Dublin, Ireland

W: <http://www.worky.com/yvonne-matthews>

I am an experienced professional with a wide variety of experience in the printing industry as an account manager responsible for managing major companies. I also have experience in setting up and running a variety of businesses, from hospitality to child care. I am a dynamic, self motivating and high performing individual. I consider myself to have an excellent attitude and I am a very approachable honest person.

Yvonne Matthews's Professional Experience

2012 - Present

Bridge Bar & Bistro - Waitress / Hostess

- Delivering a professional, courteous and efficient service to our clients
 - Greeting clients and build a rapport by asking questions and initiating a conversation
 - Follow the established table service procedures
 - Table Plan and Floor Management
 - Complete assigned side work and duties
 - Presenting clients with their check and settling payment
 - Working well with a team as a team member
 - Performing other tasks as assigned by the manager
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2009 - 2012

The Leader Newspaper Group - Advert Designer

Alicante, Spain - Part time

- Production of adverts and liaising with the client to produce adverts to suit their relevant promotions and needs
- Daily use of Quark Xpress and Adobe Illustrator & Photoshop
- Compiling columns through Quark Xpress to produce the finished paper

Reason for leaving - Returning to Ireland

Key Skills

Adobe Illustrator, Customer Service | Graphic Design | Adobe Creative Suite | Event Planning, Promotions, Quark XPress

2009 - 2012

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2000 - 2011

Scooby Investment, S.L., - Proprietor / Manager

- Managing takings, money and staff
 - Ensuring that the bar meets all legal regulations
 - Organising special events, party set ups and advertising events such as live music
 - Monitoring profitability and performance
 - Stock checks and placing orders with suppliers
 - Train new staff in methods and procedures
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Key Skills

Placing Orders, Sales | Event Planning | Budgets Stock Control | Microsoft Excel | Microsoft Word | PowerPoint | Hospitality

2005 - 2010

Creative Learning Private Bilingual Pre School - Proprietor / Manager

Website: <http://creativelearning-bilingualpreschool.blogspot.de/>

- Full responsibility for the care and supervision of the children attending the pre-school
- Ensure that appropriate filing systems are maintained in relation to records and information pertaining to the children, the staff and the general administration of the pre-school

- Ensuring and organising the training and development for new and existing staff
 - Supporting staff in identifying the individual needs of the children
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1998 - 2000 **SerCom Solutions - Account Manager**

- Liaising with the client via email, video conferencing and mobile
- To develop and maintain relationships with key contacts
- Travelling to the client headquarters in the USA to learn of new products development and client reviews
- Work closely with key personnel to ensure customer experience is maintained at all times
- Designing and monitoring production of cartons, manuals, CD's and labels (including flexo, litho, digital and screen printing)
- Ensuring on time product finalization - My client was based in California so constant contact was vital

Reason for leaving - Career and country change

Key Skills Customer Service | Graphic Design | Adobe Creative Suite | Sales | Packaging

1998 - 1998 **John Cleland - Account Manager**

- Liaising with the client
- Work closely with key personnel to ensure customer experience is maintained at all times
- Monitoring production of cartons
- Responsible for the procurement of materials and supplies
- Ensuring on time product finalisation, shipping and delivery to ensure optimum service is provided at all times
- Deliver regular internal and external reports, weekly updates, seasonal tracking

Reason for leaving - Family illness

Key Skills Customer Service | Budgets Stock Control | Microsoft Excel | Microsoft Word | PowerPoint, Reports

1997 - 1998 **Carton Die / Stereo & Form - Sales Representative**

- Existing and new business development
- Selling flexographic printing plates and cutting dies throughout Ireland
- Partner with senior managers to provide flexographic printed solution sales
- High profile client management

Reason for leaving - Relocation to Northern Ireland

Key Skills Business Development, Client management

1991 - 1997 **Smurfit Corrugated Cases - Art Assistant**

- Liaising with the client to create a designing the printing of their corrugated case
- Ordering flexographic plates and cutting dies (forms)
- Instructing the printers on the printing order for every corrugated box that was printed
- My role also required me to do plant tours with various visiting clients

Reason for leaving - Career advancement

Key Skills Customer Service | Graphic Design

1990 - 1991 **Masser Hammond - Receptionist**

- Meeting and greeting all clients as they entered the company
 - Receiving all incoming calls and dispatching them to the relevant department
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Key Skills Customer Service | Microsoft Excel | Microsoft Word | PowerPoint, dispatching

Yvonne Matthews's Education and Qualifications

Second Level -

September 1988 - June 1990, Mount Sackville Secondary School, Chapelizod, Dublin 20

September 1985 - June 1988, Coláiste Bríde Secondary School, New Road, Clondalkin, Dublin 22

Yvonne Matthews's Additional Information

Links

Linkedin Profile - <http://www.linkedin.com/pub/yvonne-matthews/54/590/b6>

Languages

Spanish - Working knowlege

Interests

Since becoming pregnant on my first daughter I have taken up painting, for me painting and art are great hobbies which help me to relax, express and refresh myself. I also love to read murder mystery novels with my favorite author being James Patterson.
