

# Lucy Hartley

Currently seeking opportunities to work as a copywriter in Cork City.

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## EXPERIENCE

### **Cameron Bakery, Washington Street, Cork- *Front of House,*** December 2021- Present

At Camerons, I am required to take customers orders and prepare the food in a timely manner, while also ensuring a clean and organised work environment. I am involved in both opening and closing the store, and am also fully trained as a barista in this position. I also work closely with the kitchen in order to take and arrange cake orders and deliveries.

### **Vibes and Scribes, Bridge Street, Cork - *Store Assistant.***

October 2021 - December 2021

In Vibes and Scribes, I was mainly in charge of making sure the shop floor was fully stocked and clean for our customers. I was also fully trained on the till, and helped customers find their products quickly and professionally. I also helped to process online orders from the store, take phone orders, take order payments and respond to any emails or phone calls we may have received. I also worked on the packing team packing up any online orders in order to get them shipped to the customer as soon as possible.

### **Telus International, Mahon, Cork - *Customer Support Specialist.***

July 2019 - October 2021

In Voxpro, I was required to respond to customer support emails, as well as offering support to customers over the phone. From my time at Voxpro, I received phone training, chat training and have had the opportunity to increase my skills in customer service through receiving CSATS etc. I worked on four teams at T.I. since joining where I became more focused on specific product knowledge.

### **Flying Tiger Copenhagen, Patricks Street, Cork - *Shop Assistant.***

May 2019 - July 2019

At Flying Tiger, I was required to deliver excellent customer service on tills as well as constantly restocking the store. I was expected to have an extensive knowledge of the stock, both on the shop floor and in the stock rooms. I helped with both the weekly and the monthly deliveries meaning that I am well practised in manual handling. I was also required to maintain a pleasant and tidy environment in the store as well as working with merchandising and styling the store layout.

## ABOUT

- I am an experienced operator with a demonstrated history of working in customer support, product specialisation and quality analytics.

- Strong operations professional with a Multimedia degree focused in Graphic Design from Munster Technological University.

## SKILLS & INTERESTS

- I have received certificates for my excellent customer service.

- I can use the Adobe Creative Suite up to a professional standard especially in Photoshop and Animate.

- I have a full ECDL Certificate, First Aid Training, HACCP training and my certificate in Learner Equality and Diversity.

- I have been writing for years and currently run my own blog, as well as being published in numerous publications including Spun Out and the UCC Express.

- I enjoy reading, swimming, cooking and singing.

## **Jump Juice Bars, Wilton, Cork – Counter Assistant.**

March 2016 - May 2019

At Jump Juice, I was required to make any orders coming in, serve customers, take orders and maintain a high standard of cleanliness. While working at Jump Juice, I received 100% in mystery shopper and a certificate to prove excellence in customer service. As well as that, I have manual handling training, till training and HAACP training from my time at Jump.

## **The George Inn, Alfriston, England – Front of House.**

March 2014 - August 2014

During my time at The George Inn, I was required to wait on tables, take orders from customers and make any drinks required. I was also required to help with the Inn, making room reservations and helping guests enjoy their stay. I was also in charge of maintaining a high standard of cleanliness and customer service.

## **EDUCATION**

### **Munster Technological University – Creative Digital Media.**

September 2015 - 2019

In MTU I was studying Creative Digital Media. We covered all ranges of media in the course meaning I am skilled in the Adobe Creative Suite especially in Photoshop and Animate to a professional standard. As part of the course I also did placement for Designing for STEM, creating and maintaining their branding and social media.

### **Blackwater Community School, Lismore – Leaving Certificate.**

September 2007 - May 2013

I passed my Leaving Certificate with six honours including English, Irish, French, and Maths.

## **AWARDS**

- 100% in Mystery Shopper.
- Member of Shop of the Year for 2017 in Jump Juice.
- I have received acknowledgement in Voxpro for my efforts on helping newer members of staff and working numerous queues.

## **LANGUAGES**

- English, French and Irish.

## **REFEREES**

### **Manu Rentzsch**

Flying Tiger Copenhagen,  
33/34 Patrick Street, Cork  
City.

Tel: 021 480 6441.

### **Nathalie Mucha**

Jump Juice, Wilton Shopping  
Centre, Wilton, Cork.

Tel: 087 130 7492.