



## JO BLOGGS

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Sample CV  
Handout  
(Use with  
Creating a Great  
CV Worksheet)

### B

#### Profile

An experienced manager with a proven ability to motivate staff teams to achieve high standards of customer service. Skilled in setting up new office systems and processes. I am thoroughly dependable and make a strong contribution to team spirit. While managing Universe Motoring School our pupils consistently achieved a Driver Test pass rate of over 70% and the school was voted ACME Insurance Driving School of the year in 2016, 2017 and 2018.

### C

#### Key Skills

- Confident communicator with the ability to present information clearly and accurately
- Capable staff manager and excellent team player who can prioritise a demanding workload under pressure
- Proficiency in MS Office, Sage Accounting Payroll and holder of DE Category Driver License
- Honest, reliable and diligent in the performance of all my duties

### D

#### Employment

**May 2009-Aug 2019: Universe Motoring School, Finglas, Dublin 11**

**Office Manager**

- Managed a team of 18 driving instructors and five receptionists
- Handled sales and promotions and delivered excellent customer service – both face to face and over the telephone
- Managed a computerised payroll and appointments database and assisted instructors with appointments and with running their daily schedules
- Matched new students and instructors, considering personality types, temperaments and each instructor's strengths and weaknesses to ensure that students received the high standards of tuition
- We achieved a 95% customer satisfaction rating in a 2019 survey of 250 customers

**Sep 2004-Sep 2009: Voluntary Member of Bonnylake Youth Resource Centre**

**Secretary/Director on Board of Management**

- Acted as Secretary of the Drug Awareness Group and member of a number of committees: Bonnylake Youth Resource Centre Board of Management; Bonnylake Forum; National Drugs Task Force and Dublin City Council
- Successfully contributed to raising funding of €200,000 to build a rehabilitation unit – promoted the project and liaised with statutory agencies to put ideas into action



#### **Aug 2000-Aug 2004: Full Time Homemaker**

- Organised and ran the daily activities of my household while rearing my family to independence
- Completed a Drugs Awareness course which led to my involvement with the Dublin Drug Awareness Task Force and my work in supporting drug addicts who were trying to get back to work and rebuild their lives
- Prepared school lunches and managed cash on a voluntary basis at my son's school

#### **Jan 1994-Aug 2000: First Ireland Building Society, Grand Parade, Cork Branch Supervisor**

- Promoted in 1996 from Customer Services Officer to Branch Supervisor – led a team of 5 staff and managed the day-to-day operation of the branch, ensuring we achieved excellent customer service standards
- Met with high value customers to encourage deposits, arrange loans and mortgages and sell new insurance products
- Compiled financial reports and attended area meetings of the Building Society

## **E**

### **Education**

- **Certificate in Business and Finance**  
Colaiste Dhulaigh, Coolock, Dublin 17 (Sep 1992-May 1993)
- **Honours Leaving Certificate**  
The Newlands School, Coolock, Dublin 5 (1991)

## **F**

### **Training and Development**

- **Re-launching your Career: Certificate Programme**  
Northside Partnership, Local Employment Service (full-time, Sep 2019-date)
- **Information Technology: ECDL Certificate (Microsoft Word, PowerPoint, Outlook)** Enterprise Centre, Coolock, Dublin 17 (evening course, Jan-Dec 2018)
- **Personal Development and Awareness: Public Speaking Certificate,**  
Colaiste Dhulaigh, Coolock, Dublin 17 (evening course, Sep 2005-May 2006)
- **Drugs Awareness Programme**  
Enterprise Centre, Coolock, Dublin 17 (Jan-Aug 2005)

## **G**

### **Interests**

- Weekly hikes with the Sprightly Northsiders Hiking Club – in 2019 we walked a combined 4,000 miles and raised €7,000 for local charities
- Pitch and Putt – active member of Castlegate Pitch and Putt Club
- I have travelled throughout Ireland in a vintage motorhome which I renovated with a friend

## **H**

### **Referees**

Tom Smith, Owner, Universe Motoring School, Finglas, Dublin 11, 087/xxxxxxx  
Maria Ortiz, CEO Blackhorse Youth Resource Centre, Blackhorse Avenue, Dublin 7, 086/xxxxxxx