

# LEONA CUMMINS

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## OBJECTIVES

Reliable, organized, and enthusiastic individual looking for a receptionist role. Experienced in customer engagement and administrative support with a proven ability to handle high-volume tasks efficiently.

## EDUCATION

### *Atlantic Technology University*

**2022** Bachelor of Business, Marketing & Sales (Honors) - First Class Honors Degree, 1:1.

## EXPERIENCE

### **TEG Live | Melbourne, Australia**

*Event Assistant (via Spark Event Group) March 2024 – Jan 2025*

- Managed guest lists and VIP check-ins for corporate events, ensuring smooth and professional experiences for all attendees.
- Organized and distributed corporate gifts and promotional materials.  
Provided high-level customer service and resolved inquiries efficiently.

### **Smyth's Toys | Galway, Ireland**

*Customer Service Representative Oct 2023 – Jan 2024*

- Performed administrative tasks, data entry, and reporting in a high-volume environment.
- Managed customer support queries and online orders using CRM tools (Freshdesk, SAP Hybris).
- Maintained professionalism under pressure in a busy, customer-facing environment.

### **DV8 Fashion | Galway, Ireland**

*Supervisor Sep 2022 – Oct 2023*

- Managed daily store operations, including scheduling, stock control, and sales reporting.
- Trained and supervised employees maintaining excellent customer service standards.
- Led in-store marketing efforts, including visual merchandising and promotions.

## SKILLS

- Microsoft Office Suite (Excel, PowerPoint, Outlook)
- CRM & Admin Systems: Freshdesk, SAP Hybris
- Organized & Detail-Oriented – Experienced in handling high-volume tasks efficiently

- Fast Learner, Adaptable, and Highly Motivated
- Exceptional Communication & Interpersonal Skills
- Professional and Friendly Approach in Customer-Facing Roles

**TYPE PERSONAL NAME**