

# MEGAN HORGAN

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BANTRY, CO. CORK

## PERSONAL PROFILE

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Reliable, structured, and creative, possessing outstanding customer service skills gained through experience in the hospitality industry. Experienced team player who can adapt to any challenging circumstances.

## SKILLS & ABILITIES

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- Manual & Patient Handling Certificate 2023
- Successful Completion of Basic First Aid 2019
- Certificate in Mental Health First Aid 2024
- Certificate of Competency in Professional Barista Skills 2022
- Certificate in IHT Supervisory Skills 6 Week Programme
- Strong IT skills and knowledge of booking systems and software

## EXPERIENCE

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### April 2025 – Present

#### Relief Care Worker

Rehab Care Respite Service, Bantry, Co. Cork

Employed as a care worker, primarily supporting clients with physical disabilities by promoting and executing a service centered on the individual that aligns with the needs, desires, and preferences of users.

Offering support in every element of personal care and manual handling, ensuring the comfort and cleanliness of service users while consistently following safe practices. Assisting service users in the taking of medication in line with policy and procedure.

Engaged in suitable educational, recreational, and vocational programs, allowing service users to connect with their community and utilize local resources. Guaranteed that every interaction with service users is conducted with dignity, respect, and fairness while including options.

### May 2023 – April 2025

#### Reception Shift Leader/Guest Experience Coordinator

The Maritime Hotel, Bantry, Co. Cork

Began the position in the hotel as Receptionist. The roles of the position included welcoming guests, confirming their information with reservations, assigning guests to rooms, and issuing keys. Answering phones, responding to emails from potential customers and guests, taking messages and delivering them, and completing administrative tasks including filing and photocopying.

In June 2024 was promoted to Reception Shift Leader, as well as the Guest Experience Coordinator within the hotel. The roles of these positions included providing concierge services, such as booking performance tickets, making travel arrangements, and giving advice on

the facilities and attractions of the locality in response to requests for assistance and information. Ensuring prompt payment, preparing room bills, checking out guests, collecting payments, and returning deposits.

Received a Staff Award for Best New Starter of 2023.

**Sep 2021 – Aug 2022**

**Waitress/Barista**

Box of Frogs Café, Bantry, Co. Cork

Held the position of leading barista for six months, in addition to managerial roles, including, stock management and HACCAP. Worked with a team and independently in this busy workplace. Developed highly effective customer service and communication skills, through interactions with management, staff, and customers.

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**EDUCATION**

**Mar 2025 – Present**

**Level 5 Teaching English as a Foreign Language Course (TEFL)**

Online, The TEFL Academy

**Sep 2023 – May 2024**

**Nursing Studies QQI Level 5**

Cork City Campus, Cork FET, Morrisons Island, Co. Cork

Modules:

- Anatomy & Physiology
- Care of the Older Person
- Care Skills
- Communications
- Human Growth & Development
- Infection Prevention & Control
- Nursing Theory & Practice
- Work Experience

Work Placement:

Acute Stroke Unit, CUH, Wilton, Co. Cork

12/02/2024 – 08/03/2024

**Sep 2022 – May 2023**

**Psychology & Social Studies QQI Level 5**

West Cork Campus, Cork FET, Skibbereen, Co. Cork

Modules:

- Equality & Disability
- Human Growth & Development
- Statistics
- Intercultural Studies
- Social Studies
- Psychology
- Criminology
- Communications
- Work Experience

Work Placement:

Adult Daycare Centre, Co Action Intellectual Disability Support Service, Slip, Bantry, Co. Cork

13/02/2023 – 25/02/2023

**Sep 2018 – Sep 2021**

**Junior Certificate**

Scoil Mhuire, Ballingeary, Co. Cork

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REFERENCES AVAILABLE ON REQUEST