

BRENNA MC DONALD-THOMAS

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DATE OF BIRTH

10th February 1998

GENDER

Female

EDUCATION DETAILS

St. Dominic's Grammar School: 2009 – 2016

Queen's University Belfast: 2017 – current

QUALIFICATIONS

(A-Level) Subject	Grade	Date Achieved
English Literature	B	Summer 2016
Business Studies	B	Summer 2016
Media Studies	B	Summer 2016
ICT	B	Summer 2016
*Also 9 GCSE's A-B including Maths, English, Science, Business, ICT		

	Business Management Queen's University Belfast
Year 1	History & Philosophy of Management, Business, Government & Society, Marketing, Organisational behaviour, Economics, Accounting
Year 2 (Current Modules)	Data and Statistics, International Business, Human Resource Management, The Digital Business, Leading for Change, Operations Management

ACADEMIC ACHIEVEMENTS / AWARDS

Young Enterprise - In my last year of secondary school I participated in the Young Enterprise competition with my school and successfully ran a company for over 6 months. We produced and published our own short children's story surrounding the topic of healthy eating and oral hygiene in both English and Irish. We won most successful social enterprise for the Belfast region and made a wealthy profit of over £1300 as we went on to sell the rights to our company and trademark onto a local business – Sliabh Mor Dental Care.

St Dominic's Various Volunteering Schemes – When in secondary school I volunteered to become a prefect which involved me operating as a support system and role model for younger girls throughout school. I also volunteered and was part of the St. Vincent De Paul Group who lead many activities such as taking charge to assemble food parcels at Christmas time to disperse in the surrounding communities. We also completed multiple activities throughout the year to raise money for charity.

NCS / Millennium Volunteer Award - I, along with others, planned a community-outreach strategy and set this into action. Collectively, my team raised hundreds of pounds through various methods and donated this to a charity of our choice. I was awarded a 50 Hour Millennium Volunteer award during the National Citizen Service.

Harberton Special School - Outside of education and work life I am eager in taking part in voluntary schemes – I have been a volunteer in Harberton Special School in their summer scheme, after-schools sports club, and their scouting group.

PREVIOUS EXPERIENCE

- **Zara Belfast: April – September 2015**

I worked as a retail assistant for six months. My main duties were to ensure that customers received a quality service, ensure the shop floor was replenished throughout the day, continually develop stock knowledge and promotions throughout the store, and contribute to sales growth by liaising through management and customers. I helped to fulfil customer needs which thus contributed to the annual foot fall and fostered repeat purchases. My contract was terminated at the end of the trial period due to school commitments and exams.

- **Urban Outfitters Belfast: July 2016 to July 2018**

I previously worked as a retail assistant in Urban Outfitters Belfast. My role here involved delivering a positive, sociable experience by engaging with customers effectively to overall contribute to the urban vibe. I also assisted in providing a store experience that reflects the company's standards, upholding store merchandising and cleanliness standards, demonstrate proficiency within job knowledge, (tills, deliveries, fitting room etc.) display awareness of loss prevention guidelines, and supporting visual merchandisers and department managers by assisting in merchandising and display projects. During my time here I was also able to build upon my extensive interest in fashion and merchandising.

As well as this I was a trained PPS team member meaning I was in charge of picking and packing online company orders, ensuring that orders were sent through effectively and correctly. I also have experience with cash-handling in that I had to sign off on the daily store till counts. My time in Urban Outfitters has really allowed me to further and refine my customer service skills and become an effective and proficient team member.

- **Pretty Green (House of Fraser): July 2018 to present**

I currently am a sales assistant for Pretty Green in House of Fraser which involves me mainly solely running the concession and maintaining store standards which includes: visual merchandising, stocking, replenishing and daily upkeep of the concession, and also sending figures daily to my superiors whilst working towards KPI's for both HOF and Pretty Green. Balancing extensive customer service and representing the brand appropriately is also a key part of my role here, as well as managing and running and utilising our social media which often can reach up to 5,000 impressions weekly to reach our customers.

KEY QUALITIES & INTERESTS

- I pride myself on being extremely organised and I ensure I pay close meticulous attention to detail, ensuring that the tasks I have been set meet and exceed the expectations of others. I can efficiently work well within a team, equally contributing and in accepting feedback from members. I can work well under pressure and I am also keen to effectively work well within a team both communicating independent ideas and also absorbing feedback.
- I have an extensive personal interest in computers and technology, including knowledge within all areas of Microsoft Office, including Access, Excel, Word and PowerPoint – also Photoshop.

REFERENCES AVAILABLE UPON REQUEST