

Eris Byrne

089-989 8719, erisbyrne123@gmail.com, [Linked In](#)

Highly motivated and detail-orientated business analyst graduate, with 3+ years of customer service experience and 3+ years of administrative experience. Strong ability to leverage data-driven insights to deliver executable solutions and strategy

Education

Sep 2020- Sep 2024 **Bachelors of Business Studies International, DCU**

- On track to graduate with 2-1 in Summer 2024
- Specialism in Business Analytics including coding languages Python, SQL and Power BI
- Modules include Business Ethics, Management Accounting, Business Strategy etc.
- Completed over 90 university credits taught through French

Sep 2022 - May 2023 **NEOMA Business School, France**

- Exchange year at French university, maintained 2-1 grades with the majority of modules taught in French.

Employment History

Oct 2023 - Present (Part-Time) **Grade IV Clerical Officer, Royal Victoria Eye and Ear Hospital**

- Worked as receptionist in the emergency department
- Acted as the first point of contact for patients both on the phone and in person
- Checked in patients, took payments and created folders for patients
- Digitised patient forms and medical notes

Summer 2022 and 2023 **Temporary Medical Administrator, GHL Recruitment**

- Worked as a temporary medical administrator/receptionist for both short and medium-term positions at a variety of medical institutions across two summers (see below for detailed job description examples)
- Quickly picked up numerous data systems and methods as required for temporary positions
- Handled an extensive range of tasks, including receptionist, filing, taking, and tracking payments.

Aug 2023 - Sep 2023 **Grade IIV Medical Administrator, CHI Temple Street**

- Organised patient files promptly to ensure doctors had correct patient files for upcoming appointments.
- Used a variety of systems such as PIMS and evolve to track a large volume of patient files and ensure they would be easy to find for emergency patients.

May 2022 - Sep 2022 **Grade IV Medical Administrator, St. Vincent's Hospital**

- Streamlined operations by digitising patient documents and forms.
- Efficiently set up accounts for incoming staff, creating a smooth onboarding process.
- Assembled patient files for upcoming appointments, contributing to organised and efficient healthcare services.
- Successfully cleared a multi-month backlog of paperwork resulting from the pandemic.
- Demonstrated versatility by providing cover for the receptionist, handling calls, and checking in patients.

May 2021 – Sep 2021 (Full-Time, Temporary contract) **Junior Administrator, CBRE**

- Carried out general administration tasks with precision and attention to detail.
- Effectively managed a high volume of incoming and outgoing calls, ensuring professional and efficient communication.
- Played a key role in an audit for a large project, contributing to the successful completion of the assignment.
- Acted as manager during transition period to ensure the team continued to meet KPIs.
- Assisted in training the new manager

Dec 2019 – March 2020 (Full-Time) **Ski Instructor, Sun Peaks Resort**

- Ski instructor in a large Canadian ski resort for both adults and children
- Responsible for adapting lesson plans based on customer experience and level of confidence
- Responsible for customer safety of children as young as 3
- Taught classes of up to 8 customers

Extra-Curricular Activities

May 2021 Captain of Trampolining Club, DCU

June 2019 Certified in E.C.D.L. (European Computer Driving License)

Sep 2018 - June 2019 Sixth Year prefect, Presentation community college Terenure

June 2016 Student of the Year, Grange Community College

Skills

- Fully proficient in Office suite (Word, PowerPoint, Excel, Outlook)
- Competent in Python, SQL, R studio and GitHub
- Proficient in data visualisation in Power BI and Tableau
- Capable of learning new systems quickly and reliably
- Proficient in French (B2)
- Accurate and quick typist (95% accuracy at ~40wpm)
- Very good at communication and teamwork
- Full clean Irish Driving Licence