

# Cian Raftery

42 Ard Fraoigh, Clybaun Road, Knocknacarra, Galway, Ireland.  
Tel: 0852816037 | E-mail: [cian.raftery3@gmail.com](mailto:cian.raftery3@gmail.com) | Date of Birth: 27/01/1995

## Profile

Driven, adaptable and enthusiastic individual with a very pleasant personality and an ability to work on my own initiative and within a team setting. Experienced in a customer facing role having worked in one of Galway's most popular and successful cafés for the past five years while studying in university. I have shown great leadership skills having been promoted to Café Manager. As manager, I have honed my skills in people management, customer service and operational excellence. I am extremely trustworthy, reliable and well mannered. I have excellent communication skills and have a proven track record in sport and music.

## Education

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| <b>2018 –</b>      | <b>Master's in Public Relations, Dublin Institute of Technology</b><br><i>Currently enrolled in a master's degree in Public Relations at Dublin Institute of Technology. Expected Graduation in September 2019.</i>  |
| <b>2016 - 2017</b> | <b>Higher Diploma in Business Studies, National University of Ireland, Galway</b><br><i>Completed a postgraduate Higher Diploma in Business Studies with a focus on sales and marketing, information systems, e-business, financial management and HR systems, gaining a Second Class Honours, Grade One degree. Graduated October 2017.</i> |
| <b>2012 - 2015</b> | <b>Bachelor of Arts, National University of Ireland Galway</b><br><i>Completed a major in English and History, gaining a Second Class Honours, Grade One degree.</i>   |
| <b>2007 - 2012</b> | <b>Saint Joseph's College (the Bish), Nuns Island Galway</b><br><i>Completed the Leaving Certificate 2012.</i>   |

## Employment

March 2013-Present	Company	Position
	Mr. Waffle & Ground and Co	Café Manager/Supervisor

Ensure the seamless running of the Café in the most efficient and effective manner delivering the highest possible standards of service. I am pro-active in maintaining and improving turnover and profitability by driving sales using various techniques and initiatives. I am also trusted with the cashiering and lodging at the end of each day ensuring that the cash is counted accurately and

reconcile the cash with receipts to make sure that any discrepancies are managed immediately. I have been involved in discussions on the strategic direction of the business regarding expansion, franchising and diversification

**Duties & Responsibilities:**

- Responsible for managing day-to-day operations ensuring that all team members provide customers with efficient and friendly manner on a consistent basis
- Spearheading the development of the marketing strategy through website, social media and business-to-consumer (B2C) initiatives.
- Manage staff rotas, holidays and wage sheets
- Provided excellent customer service, answered any inquiries the customer may have in a very friendly manner.
- Excellent communication skills and developed a loyal customer base.
- Maintained composure under high pressure situations in the fast-paced work environment.
- Involved in the training and development of both new and current employees

## **Achievements**

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### **Volunteering**

- SAOL Café is an initiative by NUI Galway and SCCUL Enterprises to develop a community based social enterprise cafe working with Employability Galway and other disability support services, to give employment to people traditionally marginalised from employment opportunities.
- Offered training and support to new employees following the establishment of SAOL Café in November and December 2015
- Trained staff in providing excellent customer service and enhanced their knowledge of day-to-day operations involved in running a café

### **Achievements and Interests**

- Played Gaelic Football for Salthill/Knocknacarra from a young age. I have won several medals at various levels, demonstrating strong teamwork and leadership skills.
- I am interested in music and play the guitar and several other instruments. I have performed live on stage on a number of occasions.
- I am an avid reader; enjoy the cinema and socialising with friends.

## **Referees**

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### *Referee 1*

Mr. Kevin Nugent  
Managing Director  
Mr. Waffle & Ground and Co  
Newcastle, Galway.  
087 9667119

### *Referee 2*

Mr. Michael Smyth  
CEO  
SCCUL Enterprises CLG  
1 Walter Macken Road, Galway  
085 1310044