

## Background & Skills

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I am a self-motivated, highly creative and trusted professional with over eight years of experience in learning and development programme management within higher education institutes and industries across Ireland and the U.S. I adopt a person-first approach to my work and specialise in educational programme development and assessment, university student support and advising, change and stakeholder management and communications. I am passionate about enhancing the student experience and providing early-career development opportunities. Clients and colleagues alike will tell you that I am genuine, adaptive and service-minded. My core skills include:

- Student Advising & Development
- Programme Management & Evaluation
- Stakeholder Management
- Effective Communication
- Adaptability & Responsiveness to Change
- Strategic & Critical Thinking

## Education

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<b>Professional Diploma in Management</b> , University College Cork	2022
<b>M.A. Higher Education Administration, <i>Summa Cum Laude</i></b> , Boston College (USA)	2016 – 2018
<b>B.A. Environmental Studies, <i>Magna Cum Laude</i></b> , Loyola University Chicago (USA)	2011 – 2015

## Work Experience

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**Assistant Manager, People Advisory Services** August 2023 – Present  
**Senior Consultant, People Advisory Services** October 2022 – August 2023  
Ernst & Young (EY) – Dublin, Ireland

- Project-based role working with clients and EY team to deliver innovative, people-first solutions to complex business challenges. My portfolio includes training development, change management, stakeholder engagement, talent and recruitment, and communications.
- Training and Engagement Lead for national, industry-wide water utility transformation programme:
  - Design and implement a training approach for 3,500+ staff impacted by industry transformation.
  - Conduct a Training Needs Analysis and collaborate with technical experts and business owners to develop 30 Role Based Training Plans, ensuring the right fit and delivery of required training needs.
  - Develop and lead appropriate communication and engagement plan to support and embed change strategy as it relates to training, including navigating the client environment for necessary reviews and approvals and the delivery of 60+ readiness workshops.
- Line management of two staff, including delegation, support to reach targets, and performance feedback.
- Mentor three graduate-level Consultants in an effort to support their early-career development, connect them with internal resources and opportunities, and grow their professional network.

**Honors: Nominated for the “Rising Star” Award by the EY Women’s Network.**

**Custom Programme Manager** September 2019 – September 2022  
The Irish Management Institute (IMI) – Dublin, Ireland

- End-to-end project management of 25+ bespoke learning and development programmes delivered to private and public sector clients, including administration, budget oversight, evaluation, and stakeholder management in virtual, hybrid, and in-person learning environments. Programmes spanned the Graduate to C-Suite level and ranged in duration from 4-24 months. My portfolio includes the successful management of:
  - 5 Graduate Development Programmes (17 Cohorts)
  - 2 Graduate Consortia Programmes (8 Cohorts)
  - 5 High-Potential Leadership Programmes (2 Cohorts)
  - 1 Accredited & 2 Non-Accredited Senior Leadership Programmes (4 Cohorts)
  - 5 Masterclass Series
- Effectively developed and leveraged relationships with internal and external stakeholders, including students, faculty, clients, and internal teams to ensure quality delivery and effectiveness of programmes.
- Developed and implemented appropriate programme evaluation framework.

**Honors: Managed the Best Graduate Training and Development Programme, GradIreland Award, 2019**

**Faculty & Custom-Led (FAC) Programme Coordinator (Short-term Contract)** April 2019 – August 2019  
The Council on International Educational Exchange (CIEE) – Dublin, Ireland

- Collaborated with Dublin and US-based teams to deliver international experiential learning programmes to US university faculty and students, including the end-to-end project management of five FAC and Global Entrepreneurship programmes in line with best-practice study abroad and student development research.
- Developed programme initiatives to enhance curriculum and meet learning outcomes, including site visits and cultural immersions. Leveraged relationships with local organisations, vendors and lecturers to achieve this.
- Facilitated pre-departure and on-site programme orientations to 200+ university faculty and students.
- Led all day-to-day programme activities and acted as a 24/7 first point crisis response for faculty and students.

**International Coordinator, University College Dublin (UCD) (Short-term Contract)** *June 2018 – December 2018*

The N.U.in Program, Northeastern University – Boston, MA • Stationed at UCD – Dublin, Ireland

- Served as a home-university representative at UCD to support and enhance the academic, personal and civic development of 130 first-year university study abroad students.
- Co-instructed and developed curriculum for two sections of a one-credit module, “The Global Experience,” with lessons centered on global citizenship, community engagement, and critical thinking.
- Designed and delivered personal development workshops and community events for students; managed all aspects of local and regional excursions within Ireland, including budget and vendor management.
- Collaborated with UCD in the Community to manage students’ volunteer experience at 17 local organisations.
- Collaborated with UCD Residences to oversee student safety; acting as a home-university Resident Director abroad, responsible for 24/7 on-call response and conduct officiating for student policy breaches.

**Graduate Assistant, Office of Graduate Student Life (OGSL)**

*August 2016 – May 2018*

Boston College – Boston, MA

- Designed, delivered and evaluated academic, personal and professional development programmes and campus-wide initiatives aimed at enhancing the quality and educational experience for a 5,000+ graduate student population at a R1 Research University. End-to-end project management of:
    - Professional Development Workshop Series
    - Graduate Mentorship Programme
    - Graduate Student Retreat (including design and facilitation of 6-week Retreat Facilitator training)
    - ‘Grad Talks’ Research Colloquium
    - ‘Grads Give Back’ Annual Day of Service
    - Special Population Programming (International, POC, Women, Student’s with Families, Veterans)
    - OGSL in the Community Events
  - Led comprehensive programme assessments and conducted a comparative analysis report of services, structure, and opportunities at OGSL and 20 peer institutions to make recommendations for future practice.
  - Collaborated with Boston College Career Center to ensure career guidance and preparation initiatives were available and fit-for-purpose for the graduate student community. Partnered to deliver professional development opportunities including workshops, research grants, and 1:1 coaching services.
  - Developed and nurtured cross-functional relationships with university staff, faculty, and local partners to embed development opportunities for graduate students within and outside of the university.
  - Published monthly newsletter, developed promotional material for programmes and managed online content.
- Honors: Excellence in Innovation Award, 2018; Best Visual Assessment Display Award, 2018**

**Graduate Staff Assistant, Office of Residential Life**

*August 2016 – May 2018*

Boston College – Boston, MA

- Acted as Assistant Resident Director for an 800-student university residence at a R1 Research University.
- Co-supervised staff of 17 student Resident Assistants (RA). Conducted bi-weekly one-on-one advising sessions and staff meetings with RAs. Connected team to on and off-campus resources.
- Oversaw all residential personal and professional development programmes for second and third-year university students; advised RAs in the coordination of social and building-wide initiatives aimed at building community and enhancing the student experience.
- Supervised and participated in the university crisis-response 24/7 on-call duty rotation.

**Leadership, Development, & Training Graduate Summer Intern**

*May 2017 – July 2017*

Office of Residential Life, Fordham University – Bronx, NY

- Designed curriculum and defined learning outcomes for one-week Resident Director Training and two-week Resident Assistant Training.
- Assisted with the recruitment of four professional staff members.

**Research & Communications Coordinator**

*January 2016 – June 2016*

Horizon Educational – Chicago, IL

- Project management of the 2016 Hydrogen Horizon Automotive Challenge (H2AC) including stakeholder communication and engagement, organisation of project plan and timeline, data collection, and assessment.
- Co-authored 4-unit, 90-page *H2AC Curriculum* (student and teacher versions) and training manuals.
- Created and distributed two monthly newsletters; launched the “Educator of the Month” blog series.

**Greenhouse Living Learning Community (LLC) Assistant**

*August 2013 – May 2015*

Department of Residence Life, Loyola University Chicago – Chicago, IL

- Collaborated with university faculty and staff to facilitate co-curricular experiential learning programmes on a twice-monthly basis for 70 first-year university students passionate about environmental sustainability.
- Served as community mentor and developed academic support initiatives that complemented curriculum.
- Contributed to the university LLC assessment strategy through both formal and informal evaluations.

**Honors: The Magis Award, 2015 & The Learning Community Assistant of the Year Award, 2014**