

TERENCE LOGUE

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Highly motivated and goal-oriented professional who is always willing to learn new skills. Keen to have a career where I have a chance to grow within the company. Offering eight years' worth of transferable skills such as reliability, team-work, good customer service and the ability to work on my own.

EXPERIENCE

AUGUST 2023 – PRESENT

REFUNDS ADMINISTRATOR, CAPITA

Working close with the client. Processing cheque or EFT refunds for customers who are due credit. Responding to queries and emails within a timeframe to a high standard. Sending legal letters to customers who are claiming a refund on behalf of the deceased account holder.

OCTOBER 2022 – AUGUST 2023

COLLECTIONS ADVISOR, CAPITA

Answered inbound and outbound calls to customers where I offered payment plans. Logged queries and updated data when required. Assisted my team manager with client reports. Helped colleagues with any queries they may have through written communication.

OCTOBER 2015 – OCTOBER 2022

SECURITY AGENT, CITY OF DERRY AIRPORT

Searched passengers and their luggage. Operated x-ray machines to scan passengers' luggage. Carried out patrols around the airport perimeter, filling in the relevant paperwork up to high standard. Authenticated boarding passes, identification and passports to prevent fraudulent travel. Used effective communication and team work to meet requirements throughout time scheduled operational flights. Often filed away paperwork and worked on data entry reports using Excel and Word which were sent off to my manager via email. Responded to emails in an appropriate manner about relevant tasks which needed to be carried out.

EDUCATION

MAY 2020

FULL STACK WEB DEVELOPMENT, CODE INSTITUTE (ONLINE)

Level 5 Diploma achieved by creating four projects which used frontend and backend technologies such as JavaScript and Python. Learnt technologies such as HTML5, CSS3, JavaScript, Python, Git, Bootstrap, jQuery, Flask and Django.

JUNE 2016

COMPUTING AND SYSTEMS DEVELOPMENT, NORTH WEST REGIONAL COLLEGE

HND achieved which involved topics such as Databases, Networking, Hardware and Software Components, Object Orientated Programming, C#, Website Design and Development.

JUNE 2016

COMPUTERISED ACCOUNTS USING SAGE, NORTH WEST REGIONAL COLLEGE

Level 1 and 2 C&G course which involved creating accounts, processing accounting information and transactions, understanding how to batch control sheets, producing customer and supplier documentation and being able to produce accounting reports.

SKILLS

- Good Customer Service
- Team Work
- Computer Literate
- Reliable
- Ability to work on my own
- Oral and Written Communication
- Flexible
- Workload and Time Management

VOLUNTEERING

ONLINE Project – Peer Volunteer | October 2021 – November 2022

Helped people to connect digitally to their communities online. Taught people the features of an Android tablet using effective verbal communication. Passed on any reports about the sessions with clients to my supervisor.

Gardener Assistant | July 2014 – August 2014

Assisted the head gardener with his duties. Dealt with a small cash flow when interacting with customers and their payments.

REFERENCES

References available upon request.