

# Yasmin Hayes

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## KEY ACHIEVEMENTS/OBJECTIVES

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- 1<sup>st</sup> Class Honours BSc Environmental Management
- Dissertation: Investigating the extent to which gender, environmental concern, and age effect sustainable clothing consumption
- Student member of Institute of Environmental Management and Assessment (IEMA), An Taisce and Birdwatch Ireland.
- 6+ years of customer care experience

## KEY SKILLS/ATTRIBUTES

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- MS Office
- Research
- Working Independently
- Organisation and Planning
- Customer Care
- Communication
- Time Management
- Data Analysis and Management
- Teamwork
- Academic and Report Writing
- Leadership

## EDUCATION

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**2016-2020**

**1<sup>st</sup> Class Honour BSc Environmental Management  
Technological University Dublin, Bolton Street, Dublin 1**

**Subjects:**

Environmental Auditing, Environmental Management Techniques, Environmental Licensing, Environmental Law and Institutions

**Dissertation:**

‘Investigating the Extent to Which Gender, Environmental Concern and Age Effects Sustainable Clothing Consumption’

- Created an online survey to gather quantitative and qualitative data
- Analysed qualitative data to ascertain the perceived barriers to sustainable clothing consumption
- Investigated and determined participants environmental concern using the New Ecological Paradigm

**Other Projects:**

Project 4C: Environmental Assessment, Project 4A: Licensing, Project 3A: Waste Management

## WORK EXPERIENCE

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### **Summer 2019                      Intern, McCutcheon Halley Planning Consultants, Dublin 7**

- Undertook desktop research, data analysis and phone interviews to create Childcare and School Demand Reports
- Conducted desktop research to create Planning Appraisals
- Assisted with Appropriate Assessment Screening report using the EPA Appropriate Assessment geotool
- Responsible for drafting responses to An Bord Pleanála opinions
- Researched legislative information to assist with colleagues' queries

### **Apr 2012-Aug 2018              Customer Care Agent/Team Leader, OCS One Complete Solution, Dublin Airport**

- Provided assistance to reduced mobility passengers, ensuring the highest standard of customer care
- Assisting departing passengers with airline check-in, security procedure, shopping, and boarding
- Providing comprehensive 'front of house' information to all airport passengers and providing basic problem solving for passengers
- Team Leader cover – responsible for allocating a staff member to assist a departing passenger within the SLA time frame
- Monitoring inbound passengers & liaising with the Customer Service Officers to ensure arriving passengers were assisted within the SLA time frame
- Checking boarding passes & managing queues in the United States Customs and Border Protection clearance area in Dublin Airport

## REFEREES

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Helen Murray O'Connor	Senior Lecturer, College of Engineering and Built Environment, Technological University Dublin, Bolton St, Dublin 1. Email: helen.murray@tudublin.ie
Paula Galvin	Director, McCutcheon Halley Planning Consultants, Arran Court, Kreston House, Arran Quay, Dublin 7. Email: pgalvin@mhplanning.ie
Ram Hurraynag	Customer Service Manager, OCS One Complete Solution, Dublin Airport, Co. Dublin. Telephone: +353 87 760 2477