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# Lisa Lucky

## *Personal profile*

Final year first-class honours student studying B.A. Business Studies International (German) at Dublin City University. Excellent communication skills with fluency in German, gained through 4+ years of part-time, customer-facing experience in Munich and Dublin, and attendance at the Technical University of Munich (TUM). Strong data analytics skills, demonstrated by achieving a 1.1 in Business Analytics in second year. Team player with collaborative work ethic and customer consultancy skills demonstrated through customer-facing roles undertaken throughout the degree.

## *Education*

**Dublin City University (DCU), Dublin 9** – B.A. in Business Studies International (German)
**09/21 - PRESENT**
- **Data Visualisation & Programming:** Used Power BI on a Kaggle dataset to derive insights, sequentially presenting a PowerPoint of the findings as a consultant.
- **Business Analytics:** Use of Excel for regression analysis on house pricing.
- **Business Strategy:** Analysis of a real-world company using strategic tools, critical thinking and frameworks, then supplying long-term recommendations to ensure sustained growth.

**Technical University of Munich (TUM), Munich 80333** – TUM School of Management
**10/23 - 08/24**
- **Introduction to Business Informatics:** Implemented business process management (BPM) to improve case studies given, using Signavio and LucidChart.
- **Topics in General Management:** Took part in a German business simulation over three months, which broke even towards its end within a team.
- **Innovation Sprint:** Used design thinking and agile methodology to develop proposed solutions for a sustainable technology problem within a five-day block.

**Ardscoil La Salle, Dublin 5** – **Leaving Certificate**
**08.15 - 06.21**

## *Work Experience*

**Boots, Dublin 2** – Customer Assistant
**08/21 - PRESENT**
- Completed the Health Advisor Programme [2023] whilst using established frameworks to identify and fulfil customer needs.

- Collaborated in a team to reach the store's monthly targets and KPIs.
- Advised a diverse range of customers (50+ daily) on their needs and addressed their queries quickly and effectively.
- Led the training of new employees, effectively equipping them with essential skills and fostering a culture of learning within the team.

**TK Maxx, Munich 80331** – Employee in Sales (Mitarbeiter im Verkauf)

05/24 - 07/24
- Consulted with customers to address queries and resolve complaints in German and English.
- Assisted customers on the sales floor and handled up to five queries per hour.

## *Skills*

- MS Word, Excel & PowerPoint
- SQL
- Python
- Adobe After Effects & Premiere Pro
- Power BI
- Tableau

## *Languages*

- **English:** Native Speaker.
- **German:** C1 (Erasmus year in Germany).
- **French:** A1

## *Awards*

- 550 Points scholarship from the Leaving Certificate into DCU.
- Courses completed on Kubicle include: Data Security, Data Presentation Skills, Statistical Analysis, and Excel courses, such as Pivot Tables.
- Ardscoil La Salle's senior student of the year [2021].