



Kim O'Shea



PROFILE

My name is Kim and I am a graduate of the BSc. Digital Media Design program in the University of Limerick. I graduated with an MSc. in Interaction Design in 2020.



CONTACT

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EDUCATION

● UNDERGRADUATE DEGREE DIGITAL MEDIA DESIGN

University of Limerick
Sept 2013 - Jun 2017

This degree program focuses on Interaction Design, with diverse course content that includes Human Computer Interaction, Usability Testing, Design Research, Prototype Development, Web Development, Media Programming, Audio & Video Editing, Software Requirements Engineering, and a wide variety of Social Research Methodologies.

● POSTGRADUATE DEGREE MASTERS BY RESEARCH

University of Limerick
Jan 2018 - Dec 2020

I conducted an ethnographic study with a local collaborative housing group. I used a variety of research methods to explore collaborative housing from a local and national perspective, delivering a thesis that described the complex Collaborative Housing landscape in Ireland.



EXPERIENCE

● COCOCHOCO PROFESSIONAL Mar 2021 - Present OFFICE MANAGER

I run the day-to-day operations of both the salon and the distribution service. This includes organising the training sessions, logistics, invoicing, monitoring and ordering stock, organising deliveries, general customer service, monitoring social media, and dealing with any issues with suppliers and customers.

I also work with our IT services manager, and rectify any minor back-end issues in the online store if and when they arise. I am in near-constant communication with the vast range of stakeholders in order to keep the business running smoothly on a daily basis. I was also part of the hiring process when selecting our Digital Marketing Specialist team member. I managed the posting of the job opportunity, responded to applicant's questions, and scheduled the interviews before selecting the best candidate.

● UNIVERSITY OF LIMERICK Sept 2019 - Jun 2020 MODULE LEADER

While completing my Masters by Research, I was a Module Leader in the Computer Science department. I was responsible for setting and grading the assignments, creating and delivering the lecture and lab materials, and working with any students that required additional assistance or support. I also liaised with the department administrator, as well as the central scheduling service, in order to ensure all paperwork was completed prior to the term starting.

● SWISSPORT Apr 2014 - Sept 2019 PASSENGER SERVICES AGENT

I was employed by Swissport in Shannon Airport as a Passenger Services Agent on seasonal contracts since 2014. The company is subcontracted by a number of airlines, and I worked for both Ryanair and Delta. My team was responsible for the smooth and timely handling of passengers, from check-in to boarding, including manage disgruntled passengers because of delays, cancellations and diversions.

● SMYTHS TOYS SUPERSTORES Jun 2015 - Jan 2016 MARKETING ADMINISTRATIVE ASSISTANT

I worked as a marketing administrator in Smyths Toys Superstores for my work placement as part of the cooperative education program in UL. My primary duties included, but weren't limited to; involvement in the design, creation and production of TV commercials, scheduling the company's TV advertisements, as well as analyzing TV advertisement performance, and monitoring competitor activity with feedback to the marketing team.



SKILLS

ADVANCED	● Office Management	Customer Service	Logistics Management
	● Copywriting	Technical Writing	Data Analysis
	● Interaction Design	User Experience Design	Usability Testing
	● Qualitative, Quantitative & Ethnographic Research		Prototyping
INTERMEDIATE	● Video Production	Product Design	Marketing