

Aisling Gale
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Aisling (Ash) Gale

Relationship selling and customer service management

I have a natural talent for relationship selling and looking after people.

Having travelled extensively over 9 years, I have developed a broad world-view and ability to adapt. I am a self-reliant, resilient, people-person. I am driven and focused with a flair for management and organisation.

An Irish citizen by birth, I am now married and settled in Australia with full working rights.



Photography

Owner/Photographer of Sky Eyes Images

Avidity International (September 2019 - Present)

Immediate sales champion of the year 2019, and highest performer in the company. My numbers have been triple that of the average employee - with customer service, reliability and trust being my main attributes.

Sales – Mexico (2016 - 2018)

Over the past two years, I have discovered and developed a flair for real-estate sales.

El Cid - Timeshare sales representative Oct17-Aug18

I became the #1 salesperson for El Cid, one of Latin America's top-performing timeshare business, by selling more than US\$1.4m in 7 months - on track to beat the company's 42 year sales record (reference attached). \

Role: client hosting, tours, follow-up, dinners, negotiation and closing.

Vidanta - Timeshare sales representative Sep16-May17

After just 3 months in my first job in timeshare with one of Latin America's largest timeshare companies, I jumped from salesperson to combined tripler and closer within just 2 months.

Role: client hosting, tours, follow-up, negotiation and closing.

Hospitality and customer service management (2011 – 2016)

Queenstown, New Zealand 2011-2013

After leaving Ireland at age 19, I spent two happy years in the adventure capitol of NZ.

Minus 5 Ice Bar - Duty Manager Jan-July 2011	My first job after leaving Ireland, promoted to manager within 3 months. Role: Bar service, cash management, sculpture design & maintenance
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Below Zero Ice Bar - Assistant Manager July 2011 - March 2012	The manager from Minus 5 brought me over to help set up the new ice bar. I successfully helped manage the southern hemisphere's largest ice bar. Role: Bar service, cash management, sculpture design/ maintenance/sculpt, advertising, hiring of employees, partnerships.
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Barmuda Cocktail Bar - Assistant Manager March - October 2012	Recruited to Queenstown's top cocktail bar to deliver exceptional customer experience Role: Bar service, cash handling, extensive product knowledge, cocktail skills, entertainment.
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ICAN Agency TV and Photo Advertising Talent Feb 2011- October 2012	Part-time talent for TV and photographic advertising.
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QLD and NSW, Australia 2013-2014

I spent a year working, exploring and enjoying the Australian lifestyle.

Victory Hotel Brisbane, Barperson Jan - June 2013	Role: Bar service, cash management, product knowledge, stock. (reference attached)
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Magnums Airlie Beach, Barperson June - July 2013	Transfer from the same company as Victory Hotel - I wanted to live in Airlie for the last 2 months of my visa. Role: Bar service, cash management, product knowledge, stock.
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Whistler, Canada 2014-2016

After Australia, I travelled to Canada

GLC - Barperson Oct 2014 - July 2015	Role: Bar service in fast paced environment, cash management, entertainment, product knowledge, stock, waitressing.
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**Tommy Africas
Nightclub**

July 2015 - July 2016

Role: Bar service in fast paced environment, cash management, entertainment, product knowledge, stock, waitressing.

Tapleys Bar/

Restaurant - Wait Staff
July 2015 - July 2016

Role: Wait staff in fast paced environment, cash management, entertainment, product knowledge, stock.

Personal and professional profile

I left Ireland after school, seeking adventure and broader horizons. Over almost ten years (never expecting to travel for so long), I discovered and developed a talent for relationship selling and customer service management. I'm now happily married to my Australian partner and longing to settle down. I have always been a driven person and I enjoy excelling at the highest level - in sport and in work.

Qualifications, sport and school:

Irish national women's volleyball squad (U18/U21 and Senior)
Level 4 IWS (Lifeguard), Level 3 Kayak Instructor
Portmarnock School, Dublin Ireland - 6 Honours, 2 Pass

Visa status:

Current Australian Bridging Visa with full working rights, while Partner Visa application is processed.

Contact:

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Mobile: 0481970807



Recommendation Letter

To whom it may concern,

Aisling Gale was employed with us at El Cid, Puerto Morelos 2017-18. We're sad to see her go but excited for her to pursue for her move to Australia. I had the pleasure of being Aislings manager for her duration of her time here with us, and will highly recommend her to any future employer.

Aisling quickly rose to the top and became our highest seller, her numbers far surpassing the majority. Through hard work and determination she remained at that number 1 spot the entire time she was with us. Not only were her number of sales high, but her median sell price was almost double the norm. For 2018 sales she hit USD\$1,400,000 net by July, our highest ever recorded over 42 years in business - An extraordinary feat for someone so young and new to the industry. I have no doubt she will continue to impress and exceed all expectations.

Aisling is a bright, bubbly and confident character. She is extremely personable and had excellent rapport with all clients and other employees alike. Her happy-go-lucky attitude was a breath of fresh air, she's a natural leader and team player. In her spare time I would regularly see her helping/training other employees with their sales. She was a very well respected individual.

Considering all of this, I recommend Ms. Gale without reservation - She would be an absolutely fantastic addition to any future employer, Please do not hesitate to contact me with any further questions.

Kind regards,

William Bell

General Sales Manager
El Cid Puerto Morelos
TI: +1 321 624 0587



Letter of Reference

22nd January 2019

To Whom It May Concern:

Aisling Gale was an employee of The Victory Hotel and commenced work in 2013.

She was employed as a Bar Attendant across multiple outlets and her professionalism in all sectors demonstrates an ability and ambition to succeed. Aisling had proven to be a reliable and hardworking individual who strives to learn and leads by example. Aisling was a valued member of our team and is highly regarded by staff and management that she works with.

Some areas of responsibility that Aisling performed include but are not limited to

- Maintain product knowledge of all drinks, food items and wine/cocktail lists in order to advise and make recommendations to guests
- Maintain and control levels of stock, wastage and other cost reducing tools
- Maintain product knowledge of menu
- Serve beverage and food items with flair and professionalism according to hotel standards
- Customer Service Excellence
- Ensure guests have an enjoyable time whilst inside our hotel
- Up-selling products and making recommendations to guests. (Food specials, Specialty beers, wine of the month, spirits etc)
- Provides our guests with product satisfying all service standards
- Maintains a health and safe working environment and encourages others to do so
- Actively participates in team meetings and works co-operatively with other staff including providing constructive feedback

For any further information, please do not hesitate to contact me.

Kind Regards,

Jedd Rifai

General Manager of Operations
Mercado Group

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