

COURTNEY GIRVIN

MA Conflict Transformation & Social Justice

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Graduate of Queen's University Belfast BA International Relations & Conflict Studies, MA Conflict Transformation & Social Justice, and Lloyds Scholar Recipient. Reproductive Justice advocate and founder of the Belfast Girl Gang. Interested in human rights activism, feminist research and transitional justice.

EXPERIENCE

AUG 2022 – PRESENT

RESIDENTIAL LIFE TEAM GRADUATE INTERN, QUEEN'S UNIVERSITY BELFAST

- Building engagement and growth across Queen's Accommodation social media channels, adding 800+ followers on Instagram and setting up a TikTok account which has 515 followers and almost 9000 likes.
- Sought funding and introduced an LGBTQ+ Library with 10 titles at each accommodation site as part of a project relating to LGBTQ+ equality, for staff and students to learn more about different sexual orientations and gender identities, and the history of Pride.
- Reinvigorated the BT9 Allotment, collaborating with internal and external stakeholders such to increase student knowledge about issues relating to climate change, sustainability, and net zero.

SEP 2021 – AUG 2022

CUSTOMER SERVICE SALES ASSISTANT, THE RANGE

- Offer friendly, knowledgeable, and supportive customer service by responding quickly and accurately to complex customer inquiries.
- Took a leadership and organisational role among fellow till staff by scheduling breaks, delegating daily tasks, and communicating information from the management team.

JUN 2019 – AUG 2019

INTERN IN PRIVATE WEALTH, LLOYD'S BANKING GROUP

- Conducted market research of rival banking propositions, analysed trends, and shared research at highest level with Grade G colleagues.
- Conducted research on customer vulnerabilities, leading to changes in working practices and research was subsequently adapted for training for 5000+ colleagues.

AUG 2017 – MAY 2019

SALES ASSISTANT & TEAM COACH, NEXT PLC

- Assessed customer needs and maintained up-to-date knowledge of customer preferences and available stock.
- Trained new employees about customer service techniques, policies and procedures, and operational duties.

JUN 2018 – AUG 2018

INTERN IN HALIFAX FOUNDATION NI, LLOYD'S BANKING GROUP

- Reviewed and updated 36 HR policies, alongside embedding the creation of new operational policies such as a governance manual for Trustees, and a policy related to dealing with concerns surrounding grantees.
- Worked on the development and implementation of social media strategies.

EDUCATION

DEC 2021

MA CONFLICT TRANSFORMATION & SOCIAL JUSTICE, QUEEN'S UNIVERSITY

Graduated with Commendation (69.9). Research included a feminist interrogation of transitional justice, and examination of the UN's Women, Peace, and Security Agenda – with particular interest in the Japanese comfort women case.

JULY 2020

BA INTERNATIONAL RELATIONS & CONFLICT STUDIES, QUEEN'S UNIVERSITY

Graduate with a First Class Honours (71) and was the recipient of the Lemberger-Mettrick Prize which is issued to students with the best overall performance in Level 3 Politics. Dissertation compared Northern Ireland and Colombian peace processes.

JUN 2019

MA ARMED CONFLICT, PEACE PROCESSES AND CHALLENGES TO PEACEBUILDING IN COLOMBIA SHORT COURSE, UNIVERSITY DE LOS ANDES

Completed 80hrs of study within three-week master class in Colombia, learning about Colombian history, the Special Jurisdiction for Peace (JEP), DDR processes, and projects relating to victims of the conflict.

ADDITIONAL INFORMATION

Due to personal difficulties, I attended an alternative education provider for much of my secondary schooling, which was an integrated education project. During this time, I became involved with the NEET Youth Forum which was an integrated forum for young people from all backgrounds to lobby education providers, employers, and local government to invest in our young people. We had members from both Unionist and Nationalist backgrounds from across Northern Ireland who represented issues that were important to young people at the time. The message was clear that we did not want to talk about past, we wanted to talk about the present and how we could deliver better outcomes for young people and encourage young people that their future was in Northern Ireland, not elsewhere. The group was unfortunately disbanded because of loss of funding due to the collapse of the Stormont Executive.

Since the collapse of the NEET Youth Forum I have become involved in feminist activism including being the social media co-lead for QUBSU Project Choice, being a member of Alliance for Choice and volunteer for WRDA, and founding the Belfast Girl Gang as a safe online space for women and non-binary folk to socialise and make connections.