




# EMILY MURPHY

Graduate

## CONTACT ME

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## ABOUT ME

I am a highly driven and enthusiastic worker and I have excellent attention to detail. I also have exceptional customer service skills, as well as sales experience. I am currently working full time while studying for my FE-1 exams and I am keen to pursue a career in commercial law.

## EDUCATION

### UNIVERSITY COLLEGE DUBLIN

2018-2022

- BACHELOR'S OF BUSINESS AND LAW (2:1)

### THE KINGS HOSPITAL SCHOOL

2012 - 2018

- LEAVING CERTIFICATE (540 POINTS)

## EXPERIENCE

### **Litigation Intern**

*Lavelle Partners*, Dublin (December 2022 - Present)

- Providing assistance to fee earners by carrying out various administrative tasks
- Assisting fee earners with research while demonstrating attention to detail and diligence
- Taking first consultation calls with new clients and setting up new files and ensuring all files kept up to date
- Attending counsel when required, taking notes and ensuring court documents are filed correctly

### **Server**

*Fraunces Tavern*, New York (June 2022 - August 2022)

- Provided excellent customer service and menu knowledge to guests ensuring customers had a detailed understanding of the full menu offering
- Prepared table cheques and processed cash and card payments with accuracy
- Coordinated with the team, made sure the orders of each table were promptly taken and delivered as soon as they were ready

### **Receptionist**

*Dylan Hotel*, Dublin (June 2021 - September 2021)

- Completed administrative tasks including taking bookings, checking guests in and out and processing financial transactions

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## SKILLS

- Proficient at Microsoft Office
- Excellent customer service skills
- Excellent attention to detail
- Good understanding of SAP for Business and Keyhouse Case Management software
- Highly intuitive
- Level 3 (IRL) in Spanish

- Answered multi-line telephone system and transferred callers, offered information, or took messages
- Resolved complaints by addressing issues swiftly

## ➤ EXPERIENCE

### Summer Intern

*Matheson*, Dublin (June 2021-July 2021)

- Attended meetings with partners from each department, gaining insight into their day-to-day responsibilities
- Worked on a team with other interns coming up with suggestions on how the company could better fulfil pro bono requirements
- Collaborated with partners, assisting them with upcoming projects

### Sales Associate

*Japan Tobacco International*, Dublin (June 2019 - September 2020)

- Answered and handled 100+ calls daily in an enthusiastic, courteous and efficient manner Promoted products offered by JTI to existing and prospective customers
- Resolved product or service problems & handled customer complaints
- Consistently exceeded personal and team performance targets on a weekly basis
- Worked from home using company equipment during the Covid-19 Pandemic

## ➤ HOBBIES AND INTERESTS

- Horse riding
- Cooking
- Hiking and Running
- Padel Tennis