**Curriculum Vitae**

**Alanna Fitzpatrick Hyland
50 Ryevale Lawns, Leixlip, Co.Kildare.
Tel: 083 4613422
Email:** alannaf182@gmail.com

**PERSONAL PROFILE**Recent law graduate with 2:1 Honours degree from DCU and currently studying an LLM in DCU.

**EDUCATION**

**LLM Master of Laws 2017- present**Dublin City University

**BCL Bachelor of Civil Law (2:1 Honours) 2014 – 2017**

Dublin City University

**First Year results: 2:1**

Foundations of Law and Legal Research 71

Constitutional Law 68

Law of Torts 67

Public International Law 61

Advanced Criminal Law 56

The Irish Legal System 53

Comparative Law 46

Criminal Law 37

Advanced Law of Torts 37

**Second Year results:** **2:2**

Moot Court 68

Company Law 2 66

Healthcare Law and Society 64

Advanced Law of Contract 61

Advanced EU Law 57

Law of Contract 56

Family Law and Society 55

Advanced Property Law 46

Company Law 1 42

Property Law 40

EU Law 40

**Final Year Results: 2:1**

Intellectual Property Law 67

International Human Rights Law 67

Genetics, Law and Society 67

Jurisprudence 66

Jurisprudence II 65

Law and Body Politics 65

Administrative Law 64

Employment Law 60

Trusts Law 60

Equity 51

**Leaving Certificate 480 points**

Maynooth Post Primary School 2014

**Results Obtained:**

English Higher Level **B3**

Irish Higher Level **A2**

Maths Ordinary Level **B1**

French Higher Level **B3**

History Higher Level **B1**

Chemistry Higher Level **C1**

Biology Higher Level **A2**

**WORK EXPERIENCE**

**Sky Ireland.**

**Sell Specialist 2016- present**

* Knowledge of and compliance with data protection procedures.
* Rapport-building to ensure customer satisfaction at the first contact.
* Reporting to managers and experienced staff for feedback and advice.
* Precise note-taking to ensure next agent is fully up-to-date on the account.

**Sales Advisor 2015- 2016**

* Co-operation with my team to achieve weekly and monthly team targets and with colleagues from other departments to resolve issues.
* Dealing with a broad range of customer queries and complaints and managing complaints.
* Actively listening to customers to provide the best possible service.
* Maintaining a professional and positive phone manner and email correspondence at all times.

**SKILLS**

* Excellent organisation and time management skills gained throughout my college experience, particularly balancing my part-time job and course workload.
* Strong project management and leadership skills acquired during both individual and group projects.
* Highly developed interpersonal and communication skills from my role in an inbound sales call centre.
* Ability to work on my own initiative to achieve my targets and collaborating with my team to achieve team targets.
* Very adaptable and a quick-learner due to the constant updates and changes of systems and prices in my current role.
* Proficient in Microsoft Word and Excel.
* Fluent Irish speaker and good working knowledge of French.

**INTERESTS & ACHIEVEMENTS**

* Played basketball at school and at club level for Liffey Celtics.
* Really passionate about music and achieved Grade 4 In Piano with Royal Irish Academy of Music and Grade 5 in Music Theatre Singing with Royal Irish Academy of Music
* Currently the class representative for the LLM Masters in DCU.
* Love reading, especially historical books and biographies.
* Really enjoy travelling and I travelled to the USA and Canada in June 2017.

***References available on request.***