**Aoife O’Brien**

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15 Caroline Court,

Raglan Road,

Ballsbridge,

Dublin 4

**Career Summary:**

*Legal Executive at OSM Partners*

August 2018 to September 2019

Provided administrative and legal support to Partners, Senior Associates, Associates and Solicitors in Property Department, duties included:

* Answering telephone calls from solicitors, clients, receivers etc
* Recording messages
* Responding to emails
* Taking instructions and prioritising tasks
* Drafting letters
* Preparing contracts for sale
* Drafting documents such as Family Home Protection Act Declarations, Undertakings of Receivers, Solicitor’s Undertakings and Deeds of Discharge of Receivers
* Issuing contracts for sale of properties, large developments and portfolios
* Filing
* Liaising with other purchasing solicitors, receivers, clients, engineers, land registry, registry of deeds, local authorities etc
* Managing and organising title deeds system
* Scheduling deeds
* Preparing and issuing deeds on Final Receipt/ATR
* Attending court
* Preparing weekly reports for clients
* Various experience with company secretarial matters
* Proficient with Partner system, Salesforce and Axxia
* Recording and submitting monthly billing figures

*Customer Service Advisor at Permanent TSB*:

March 2014 to June 2017

* Trained on Visa, Escalations, Complaints, Sales and Telephone Banking.
* Case handling and customer service
* Progressed to Senior Agent in October 2015
* Supervised staff on behalf of management
* Supported staff with queries/complaints they were unsure of
* Reviewed and drafted reports on complaints
* Managed info and service mailboxes
* Won various awards on several occasions including employee of the month and customer service agent of the month

*Sales Team Member in Lifestyle Sports*:

September 2013 to March 2014

* Sales assistant
* Check-out operative
* Customer service advisor

*Head Cashier at Permanent TSB, Tullamore*:

May 2013 to September 2013 and December 2013

* Managed busy cash desk
* Processed and balanced all transactions including foreign exchange, business lodgements and cheques
* Handled all customer queries efficiently
* Established a successful filing system

*Sales Team Member in Lifestyle Sports:*

July 2012 to May 2013

*Games Co-ordinator, VHI Cul Camps*.

June to August 2010 and 2011

**Education:**

Graduated with an Upper Second Class Honours Degree in Law from Trinity College, Dublin (2013-2017)

* European Human Rights 66
* Food Law  62
* Family Law  67
* Refugee and Immigration Law  66
* Equality Law  56
* Feminism and the Law 62
* Company Law  56
* Criminology 63
* Evidence  65
* Intellectual Property  67
* Jurisprudence  61
* Penology  62
* Advanced Evidence  67
* Language and the Mind 43

Studied Speech and Language Therapy in Trinity College, Dublin (2012-2013).

Second Level Education at St. Finian’s College, Mullingar, Co. Westmeath.

**Achievements and Interests:**

* Proficient in Microsoft Office (Word, Excel & Outlook), Salesforce, Partners and Axxia.
* Trinity College Dean’s Roll of Honour 2015, 2016, 2017 for volunteering with Trinity Access Programme.
* Member of Trinity College GAA, Law Society and St. Vincent De Paul.
* Collected over €5000 for Irish Heart Foundation in the lead up to Dublin City Marathon 2017.
* Head Prefect St. Finian’s College.
* Bronze Award An Gaisce, The President’s Award.
* Captained Club, County and School Gaelic Football Teams at all underage levels.
* Represented Westmeath ladies football from U16 to intermediate level. Represented Westmeath intermediate team for the first time at aged 16 and won my first intermediate club championship medal at aged 15.
* Member of Mullingar Harriers Running Club.

**References:** Available on request