



# AOIFE SHANAHAN

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## **REF: Byrne Wallace Summer Internship 2020**

Professionalism – From my work in customer service, I have developed a passion for building excellent client relations. In Arnotts and Brown Thomas, almost half of our customers were loyal returning customers with whom we had built strong relationships. They trusted us to provide them with the service they expected and to always do so in a respectful, professional manner.

Organisation - By nature, I am very organised, and this has benefited me in all my work assignments to date. In my work as a host in P.J. Clarke's in New York, the smooth running of the restaurant relied on me efficiently assigning the correct number of servers to the appropriate sections of the restaurant according to the bookings for the day.

Drive - Whether it be in my college career or in my personal life, I have a high level of drive and I am energised by working to deadlines. Setting up a professional vocal quartet and getting it to a point where we were being hired for events took a lot of determination and persistence, but it certainly has paid off. I have further developed my drive and ambition through working in environments with sales targets and have employed multiple strategies to improve our profit margins in my roles at Arnotts and Brown Thomas. I find these targets to be very motivating as they allow me to engage in personal responsibility.

## **Education**

### **Law | LLB | Trinity College Dublin | 2020**

Predicted degree result: 2.1

Grades from Junior Sophister and Senior Sophister years:

Critical Perspectives on Law	70	SS
Intellectual Property Law	66	SS
International Trade Law	62	SS
Insolvency Law	62	SS
Jurisprudence	68	JS
Evidence	64	JS
Employment Law	63	JS
Company Law	60	JS
Family and Child Law	60	JS

## Leaving Certificate | The Institute of Education | 2016

530 points obtained

English	A1	Higher Level
Music	A2	Higher Level
French	B1	Higher Level
Irish	B1	Higher Level
Biology	B2	Higher Level
Maths	C2	Higher Level
Chemistry	C2	Higher Level

## Experience

### ***P.J. Clarke's on the Hudson, NYC***

*Host | May-August 2019*

In my role as a host I ensured the smooth running of the restaurant. Using 'OpenTable' software, I scheduled bookings for the entire day, analysed whether targets would be met for the evening, assigned the accurate number of servers needed and ensured that waitlists were updated frequently. Already being very organised, I found this role incredibly rewarding but also challenging. It has improved my time management skills hugely and gave me further experience in working under pressure. Restaurants, like law firms, are fast-paced, high pressure environments and I believe the skills I gained in P.J. Clarke's will stand to me in a corporate law firm.

This role developed my team working skills daily, having to work with different levels of management and specialists (servers, chefs and bar staff) gave me a new appreciation for the art of team work. I now know when to take control, when to step back and how to diffuse a tense situation.

### ***Arnotts Department Store***

*Sales Assistant | November 2016 – November 2018*

Working in a luxury retail environment meant that I was held to a high standard of performance. This meant having daily, weekly, and monthly targets which I met and often exceeded. This improved my drive, pushing me to work harder every day and always going the extra mile. It also meant that I had a personal responsibility to do my part for the company. If I did not put in the necessary work, it would show in the figures and this helped to improve accountability across the board. These targets also gave me a huge insight into the business I was working in which was one of my first experiences in engaging with different business strategies and sales techniques.

Working in a small team meant that I had many responsibilities. This included tracking figures, writing reports to HQ and cashing up daily. It prepared me for the responsibilities I would be trusted with in a professional work environment such as a law firm.

## **Zadig et Voltaire at Brown Thomas**

*Sales Assistant | November 2017-December 2017*

Working in another luxury environment greatly developed my skills in delivering an excellent customer experience. In Brown Thomas, we had to understand exactly who our client was and what they needed from us. This involved an exhibition of strong communication skills as the goal was to give the customer what they didn't even realise they wanted from us. Brown Thomas is a highly professional environment to work in and gave me an insight into working in a role with a tiered management system.

As the company I worked for had their headquarters located in Paris a lot of my work involved me utilising my French skills. Our computer systems were in French and often members of staff from the head office would visit and expect a certain level of conversational French at a minimum. This gave me my first taste of working for an international company and certainly left me with a yearning for working in a multi-cultural environment.

## **Oracle**

*Work Experience in Sales Training Department | October 2014*

This was my first formal experience in a professional office environment. Instantly I knew that this type of environment would be where I would one day work. I was working in the sales training department who provide sales training services to the inside sales division of Oracle, a major multinational software company. Some of the skills I gained here were training event management and preparing presentations for large groups.

## **Hobbies and Volunteering**

### **Volunteering and Charity Work**

I have always enjoyed devoting my time to charity and volunteering. In secondary school, I organised a charity ball for the "Soul of Haiti" and raised €3,000. This was a proud moment for me. I also volunteer with the FLAC (Free Legal Advice Centre) society in university currently and I am also on the Trinity Law Society's Charity Committee. This year the charity committee is raising money for Women's Aid and we have several exciting events planned for the coming year. I also volunteered for my second year of college with the Student to Student (S2S) programme in Trinity where two mentors are assigned to a group of approximately ten first years and guide them through their first year in law. I thoroughly enjoyed this programme and have made some close friends through it. Although I am now in my finals year I still frequently meet up with several of my mentees to catch up and to assist them with any issues they're having in college.

## **Music**

I am in a vocal quartet called Luna who perform professionally at events, and won the Malahide Young Musician of the Year in 2017. In addition, I practice with a vocal octet and play four musical instruments. Until recently, I played banjo in Comhaltas Ceoltóirí Éireann, a community organisation which focuses on the promotion of Irish culture and music. I have always loved engaging in Irish cultural activities, having also worked in a Gaeltacht (Colaiste Acla) as a cinnire (leader).

## **Irish Culture**

Becoming a cinnire in the Gaeltacht was a great achievement for me. I spent every summer as a teenager in the Gaeltacht and one of my goals had always been to become a leader there. I spent my Easter in a week-long training camp to become a cinnire and spent a year prior to this improving my Irish to a fluent level to be hired. In this role I spent the summer in the Gaeltacht living full-time with a house of young girls, ensuring that they were speaking the language and acting as a guidance counsellor in many ways. I was the link that the girls had to the people running the Gaeltacht so all issues were passed through me. This was a huge amount of responsibility and was undeniably challenging at times but it was one of the most rewarding summers that I have ever experienced. I also taught music and singing to other students.

Although my Irish is slightly rusty now I still enjoy attending the Cumann Gaelach Trinity events in my spare time.