# ***Brandon Fennelly – Curriculum Vitae***

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**Summary**

An enthusiastic, professional and diligent law and masters graduate and a candidate for the FE-1 examination with 5 examinations completed so far. I have a key interest in both General Practice and Intellectual Property and seeking to gain experience in both the legal and IP industries.

**Education**

*LLM* in *Intellectual Property and E-Law* **(Masters in Law)**

(U.C.C.) University College Cork, Cork, Ireland

Areas of concentration; Intellectual Property, Intellectual Property and the Internet, Electronic Commerce Law, Financial Law; services and regulation, copyright, trademark, consumer and data protection law.

*LLB* in *Law* **(Bachelors (Honours) in Law)**

Institute of Technology Carlow, Carlow, Ireland

Legal Studies (FETAC), Carlow Institute of Further Education, Carlow, Ireland

Leaving Certificate, Presentation College Carlow, Carlow, Ireland

Newtown National School, Crettyard, Co Laois, Ireland

**Experience**

**Arrears Support Associate - Mortgage Arrears Support Unit – Bank of Ireland** (February 2023 – Present) Duties include providing assistance to customers who are in arrears. Prepping Standard Financial Statements (SFS) for assessment, checking and assessing documents. Handling own caseload, ensuring that actions are within the regulatory framework. Acting in line with treating customers professionally and fairly, considering all suitable options to the customer whilst ensuring risk to the bank is minimalised.

**Everyday Spending/Banking 365 Customer Advisor – Bank of Ireland (Cpl)** (April 2022 – Present) Duties include providing a professional and best in class service for both personal and business customers, handling customer queries, fulfilling customer requests, identifying and recommendation of appropriate product/service options for customers, guiding customers through various self-service options through banking 365, recording and updating relevant customer information, referring complaints and working with multiple softwares at the same time.

**E-Commerce Assistant – Petmania Webstore –** Petmania Webstore (November 2020 – March 2022) Duties include merchandising, dealing with online payments through various e-payment portals such as Sagepay/Paypal, dealing with various software systems such as CMS/Swan, aiding customer enquiries, selling and fulfilling orders, liasoning with our other store branches as well as our marketing, buying and category departments.

**Acting assistant manager/Supervisor/Trainer** – Petmania Ltd (Kilkenny, Carlow, Portlaoise) (April 2015 - March 2018) (March 2019 – Present) Duties included in assisting the day-to-day running of the store as well as driving sales and ensuring that store targets are made while partaking in a leadership role for team members by motivating and training to ensure that excellent standards are met. Main duties included opening/closing various stores throughout the franchise, dealing with customer complaints and providing outstanding customer service, dealing with financial matters, stock placement and visual merchandising for the store.

**Administration Assistant** – FENCO Groundworks Ltd, Rathvilly, Carlow, Ireland (Present)

**Selling manager/Team Leader** – JACK&JONES, Calgary, Alberta, Canada (April 2018 – October 2018)

**Administration,** Green Bean Restaurant and Catering, Calgary, Alberta (April 2018 – December 2018)

**Starbucks – Barista**, Calgary, Alberta (October 2018 – December 2018)

**Administration**, Colin Q. Winter Law Firm (May 2018)

**Start-up Student Legal Advisor,** I.T. Law Clinic, University College Cork (September 2015 – May 2016)

**Sales Assistant**, Dunnes Stores Carlow, Graiguecullen, Co Carlow (February 2013 – May 2015)

**Student Legal Advisor**, *FLAC (Free Legal Advice Centre)*, Institute of Technology Carlow

**SKILLS**

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| * Leadership * Ability to work on my own initiative and under pressure * Excellent communication skills * Time management * Conflict Resolution * Teamwork * Creativity | * Legal Research and Analysis * Administration * Microsoft Office Word, Excel * Planning * Dealing with financial affairs * Health, Safety Management * Data Protection * Writing |

**Hobbies and Achievements**

* Represented UCC and ITC for varsity athletics in the Hammer throw
* Travelling, 26 countries and counting
* I have raised €7,000 for Pieta House in the past year as well as helped raised 2,000 for my local football club Crettyard GFC.
* FETAC Level 5 in Safety, Health and Welfare in the Workplace
* FETAC LEVEL 5 in Excel and Database
* Level 5 Certificate in Marine Biology

References available upon request.