

# Cara Conlon

8 Cypress Grove South, Templeogue, Dublin 6W

M: 0852076319

E: [caraconlon1@gmail.com](mailto:caraconlon1@gmail.com)

L: [www.linkedin.com/in/cara-conlon](http://www.linkedin.com/in/cara-conlon)

## PROFILE

---

Graduate of Business and Law in TU Dublin with a first-class honours degree. Experienced legal assistant with a focus on commercial litigation and medical negligence. Skilled in customer service and administration. Seeking a legal traineeship in a diverse corporate firm.

## EDUCATION

---

**FE-1 Exams, Law Society of Ireland:** Passed five subjects on first attempt, awaiting results for the remaining 3 sat in Autumn 2023

### **BSc. Business and Law**

**2018 - 2022**

Technological University Dublin, Aungier Street

**Final Year Award Classification: 1.1**

**Relevant Modules:** Contract Law, Company Law, Torts Law, Constitutional Law, Property Law, Equity Law, EU Law, Admin Law, Evidence Law, Financial Reporting.

*Final Year Dissertation 2022:*

- Awarded a first-class honours in final year dissertation titled '*From Exclusion to Inclusion: How DPP v JC has Changed the Exclusionary Rule in Ireland.*'
- Demonstrated the ability to work independently by providing a theoretical and practice-based rationale for the selected topic.
- Performed relevant academic literature searches and applied knowledge and skills to plan a focused critique of this area of law.

### **Leaving Certificate**

**2012-2018**

Our Lady's School, Terenure

## WORK EXPERIENCE

---

### **Legal Assistant**

Augustus Cullen Law, 18 Bow Street, Smithfield, Dublin 7

**November 2022- Present**

#### Commercial/ General Litigation

- Assisting in a defective building case
- Attend Counsel for Motions and Hearings to take detailed notes
- Prepare briefs for Counsel and experts

#### Planning Law

- Assist in drafting Statement of Grounds and other documents for Judicial Review Proceedings
- Attend meetings with clients and Counsel
- Day to Day case management of Compulsory Purchase files

## Medical Negligence

- Draft Court documents to include Replies to Particulars, Motions, Requests for Voluntary Discovery
- Source and instruct experts to prepare reports
- Attend mediations and meetings with clients and Counsel
- Day to Day case management

## Waynua Call Centre Ltd, St Johns House, High Street, Tallaght

### **Team Leader**

**January 2020- August 2022**

- Monitored service levels within the call centre, taking action where needed to comply with KPI targets
- Coached and guided Customer Service Representatives to help them to achieve targets
- Trained, upskilled, and motivated new and existing employees
- Used problem solving skills to deal with complaints, working with the customer to de-escalate and manage their concern
- Ran regular system checks

### **Customer Service Representative**

**September 2018- January 2020**

- Communicated with customers by answering and responded to phone calls, emails, and SMS' in a prompt, professional and engaged manner
- Utilised clients' software and procedures to seamlessly link in with their CRM processes
- Managed emergency situations calmly and responsibly

## Service Industry Experience

### **The Old Orchard Inn, Rathfarnham, Dublin 14**

**June 2018- September 2018**

### **The Cock and Bull, Coolock, Dublin 5**

**June 2017-January 2018**

- Developed multitasking skills by working under pressure in fast paced pubs
- Communicated with customers by grating and serving them in a fast and professional manner
- Upsold food and drinks to maximise sales revenue wherever possible

## KEY SKILLS

---

- **Communication:** Strong communication skills developed from 4 years' experience working the customer service industry and delivering presentations in college in a concise and logical format. Further developed through liaising with clients and working front of house in my current role.
- **Teamwork:** Can work well independently or as part of a team. Ability to motivate others, build relationships and use self-initiative. Developed through work experience as a team leader and through participation in group case studies.
- **Problem Solving:** Strong capacity for research and able to solve practical problems using creativity and resourcefulness. Ability to adhere to deadlines and work under pressure which was essential to completion of project assignments during college and my current role as a legal assistant.
- **I.T.:** Competent in Keyhouse Case Management, Microsoft Office, Excel, and PowerPoint. Adapted to various software programmes provided by clients while working as a customer service representative.
- **Drivers Licence:** Full, clean drivers licence.

**References available upon request**