

# Chloe Niamh Hickey

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## PERSONAL PROFILE:

I have a background working in pressurized, demanding roles requiring a high standard of professionalism and interpersonal skills. With an ability to produce accurate and consistent results in the workplace. My experience has expanded into a managerial role with a large customer care team ensuring a high quality of work and workplace relations in line with a core growth plan.

In my academic background, I gained experience in extra-curricular activities in my roles as Chairperson and Vice President of I.T. Carlow's Law Society alongside my Level 8 degree. This included organizing and hosting high-profile speakers and interactive events such as a 'Spotlight on Law' event and Street Law. Over this time, I received an award for Law Student of the Year 2020 and The Law Society won Society of the Year. Further, in 2021 I was accepted onto the Law Society Access scholarship with 6 Fe-1 exams complete.

## EDUCATION & TRAINING

**Aug 2022-May 2023 Postgraduate Diploma International Justice and Law. Maynooth University.**

**Modules:** International Public Law, International Criminal Justice, International Human Rights, European Environmental Governance, International Disability Law and Policy, European Human Rights Law.

**Aug 2020-Jan 2021 TEFL Institute of Ireland, Waterford. (Online) QQI level 5.  
Sept 2017- May 2020**

**Honours Bachelor of Laws (LLB), Institute of Technology Carlow. GPA 2.1**

**Modules Completed:** Criminal Law, Tort Law, Irish Legal System, Legal Practice and procedure, Constitutional Law, Legal research and communications. Media Law, Land Law, Law of Evidence, Contract Law, Employment Law, Family Law, EU Law, Company Law, Equity & Trusts, Mock Trial.

**Sept 2016- May 2017 QQI Level 5 Business Administration with Legal studies, Carlow Institute of Further Education.**

**Modules:** Business Administration, Legal Practice and procedures, Business Law, Communications, Bookkeeping, Spreadsheets Excel, Word Processing, Work experience.

**Jun 2011 Leaving Certificate, Tullow Community School.**

## WORK EXPERIENCE

**2022 – 2023 O’Sullivan & Associates, 10 Herbert Street, Dublin 2, Legal Executive.**

- Attending court, booklet preparation and filing pleadings.
- Experience working on a case and account management system.
- PRA land registry, forms and responses.
- Assisting with the production of corporate documents.
- Maintaining File/ document management.
- Formatting and producing dictations.
- Drafting letters and contracts.
- General reception and postal duties for the building.

**2021- 2022 Rathwood, Tullow, Co. Carlow. Regional Account Manager.**

- Canvassing for new commercial accounts.
- Training and advising store management - Liaising with stores and offering staff ITC training.
- Maintaining and surpassing sales targets.
- Supervising and maintaining the standard of the customer service team.
- Maintaining stock and display data.
- Compiling data for annual audit.
- Offering personal customer care to partner-stores and customers.
- Building and maintaining strong relationships with customers and partners.
- Identifying and reporting recurring problems and offering plans to rectify issues.
- Checking and addressing complaints matrix and sales statistics.

**2020- 2021 Administrative Assistant. St. Patrick’s Centre Kilkenny, Darnville Industrial Est, Kilkenny.**

**2021- 2021 Behavior & Attitudes, Milltown, Dublin. CATI Interviewer.**

**2017- 2019 Sales Assistant/ Deli Assistant. Super Value, Bridge Street Tullow. Co. Carlow.**

**2011- 2016 Store Manager. Hickeys Furniture & Flooring. Tullow. Co. Carlow.**

**KEY SKILLS:**

- Excellent communication and interpersonal skills.
- Exceptional technical and computer skills. (Microsoft Applications)
- Working effectively in a pressurized environment.
- Strong attention approach to detail.
- Working as a part of a team to meet deadlines.
- Professionalism.