

Clara Doyle



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Phone Number: 0851981880

Date of Birth: 03/10/1997

Education

January 2019 – 2020

University of Edinburgh (ranked in the top 20 universities in the world)

LLM in Innovation Technology and the Law

Present:

FE1 Candidate: I sat Tort, Contract and Criminal in the October 2018 FE1's and I will sit the remaining examinations in the coming Spring FE1's.

June 2018 – September 2018:

Harvard University

Certificate in Bioethics: The Law, Medicine, and Ethics of Reproductive Technologies and Genetics

Overall Grade: 88%

2015 – 2018:

Dublin City University (DCU)

Bachelor of Civil Law

Degree 2:1 – 65%

2010 – 2015:

Loreto College

Leaving Certificate Points: 440

Junior Certificate Results:

English	Higher Level	A
Home Economics	Higher Level	A
CSPE	Higher Level	A
Religion	Higher Level	A
Business	Higher Level	B
History	Higher Level	B
Geography	Higher Level	B
French	Higher Level	C
Irish	Higher Level	C
Maths	Higher Level	C
Science	Higher Level	C

Achievements: Academic Achievement Award Loreto College

Work Experience:

June 2018 – Present:

Paralegal Programme – McDowell Purcell

Secondment – Financial Services and Pensions Ombudsman (FSPO)

Tracker Mortgage Investigation Team - Investigation and Adjudication Officer

Duties:

- Drafting legal documents, summaries and legal findings.
- Communicating clearly and translating complex information into understandable terms for parties.
- Analysing complex and competing evidence in a fair and impartial manner, while demonstrating excellent attention to detail, to identify a reasoned and fair outcome.
- Considering all the issues and evidence contained in the adjudication file and drafting quality, accurate, consistent and reasoned decisions for consideration by the Director of Adjudication and Legal Services, the Deputy Ombudsman or the Ombudsman.
- Administrative tasks such as filing, answering telephone calls, responding to emails, writing letters and ensuring that complaint files are complete.
- Managing all aspects of a portfolio of adjudication files and dealing with complaints efficiently and within all relevant guidelines, legislation and timeframes.
- Complying with any templates and guidance provided.
- Managing caseloads, conflicting demands and priorities in order to meet target timelines.
- Keeping complaint records and internal systems and files up to date and reporting workflow outcomes as required.
- Assisting with the provision of information to complainants, providers and the public generally.

May 2016 – May 2018

Sales Agent: SIXT Dublin Airport

Duties:

- Preparing rental contracts and ensuring all details are correct.
- Qualifying each customer using the company's rental requirement terms and conditions.
- Reviewing rental parameters with each customer, ensuring customer's understanding of terms of contract and service charges.
- Completing daily tasks and reporting to management.
- Resolving customer issues and complaints in a professional and friendly manner.
- Working in a fast-paced sales environment while maximising the revenue on every rental agreement.
- Effectively communicating and offering products and services to customers and potential customers to meet their wants and needs.

June 2014 – August 2014 | June 2015 – August 2015

Receptionist at David Moore Photography (Trim, Co. Meath)

Duties

- Typing letters, reports and other documents.
- Scanning and filing documents.
- Meeting with clients and potential clients.
- Booking appointments.
- Processing payments and receipting deposits.
- Receiving deliveries, couriers, incoming faxes and emails, arranging distribution to recipients.
- Assisting in photography shoots.
- Effectively & professionally answering the telephone and dealing with enquiries.
- Logging information on calls received and maintaining detailed records.

Hobbies and Interests

Present:

- Fundraiser/Volunteer for Amnesty International's Dublin Central Group
- Member of the Law Society DCU
- Member of FLAC Society DCU
- Member of the (ELSA) European Law Students Association

Previous:

- Team Leader of Localise – Youth and Community Development Organisation
- Event Organiser JPIC (Justice, Peace and Integrity of Creation) Loreto College
- Treasurer of Saint Vincent de Paul Group Loreto College.
- Member of the Acting Academy
- Member of Fingallians GAA Club

Referees available on request