**Deirdre O’Connor**

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# CAREER HISTORY

**Paralegal, A&L Goodbody Aug 2019 to Present**

I provide support to A&L’s Banking department. To date, I have worked across numerous projects including two large multibillion-euro loan sale portfolios, the sale of a portfolio of wireless infrastructure assets and as a reviewer on a competition-law related discovery project. Most recently, I have moved to the Structured Finance and Debt Capital Markets team. My responsibilities include, but not limited to:

* Carrying out due diligence which involves reviewing property title and charges on a large number of assets and corresponding with clients on issues arising;
* Reviewing a high volume of documents which involves immense attention to detail and time- management skills due to time constraints;
* Drafting of documents such as Form C1, Board Minutes, Notices and Scheduling Title Documents.

**Legal Secondee, Financial Services & Pensions Ombudsman July 2018 to Aug 2019**

During my secondment at the FSPO, I assisted in resolving disputes between financial service providers and customers as part of a large-scale investigation into breaches of contractual and other regulatory standards. I dealt predominately with complaints in relation to mortgage loan agreements, customer service and maladministration.

* **Investigation*:*** I worked independently and managed my own files, of circa 70 cases. My main duties included: drafting correspondence to complainants and respondents; reviewing submissions and documentation received; drafting a Summary of Complaint asking the respondent financial service provider a series of questions in relation to the alleged conduct and requesting documentary evidence.
* **Adjudication*:*** I drafted Preliminary Findings on complaints on behalf of the Ombudsman which involved immense attention to detail. I reviewed all submissions received, analysed the terms and conditions pertaining to mortgage loan agreements, taking into account certain banking codes such as the *Consumer Protection Code 2012* or the *Code of Conduct on Mortgage Arrears*.

**Paralegal, Fieldfisher** (formerly *McDowell Purcell*), **Dublin June 2018 to Aug 2019**

I was a Paralegal in the Public and Regulatory Law department which advises public bodies and regulators on all aspects of their statutory functions and obligations under their governing legislation. I was selected for a secondment opportunity in July 2018.

# Legal Intern, AMOSS Solicitors, Dublin Sept to Dec 2017

As a Legal Intern in the Property department, my main duties included: transcribing dictation; printing, copying and scanning legal documents; filing correspondence; assigning correspondence to the file management system Keyhouse; running errands for Reception; scheduling title documents; and formatting legal documents and templates.

# Travelling, Australia June 2015 to June 2017

In June 2015, I relocated to Western Australia on a working holiday visa. I spent 9 months travelling around the country while also undertaking various farm work positions in order to extend my visa. I was also fortunate to gain office administration experience in a multitude of companies such as the multinational company Sodexo, the Department of Health of Western Australia and a micro Irish company, McDonald Surveys.

# Early Researcher, TV3 Network, Dublin 2014 to 2015

I researched and secured guests for Ireland AM; script-writing for the autocue; assisted in outside broadcasts; aided in the creation of VTs for sport segments; organised guests arriving to studio including make-up and travel arrangements; photographing guests of the show and uploading the pictures to Facebook and Twitter.

# Bartender, Fleet Street Hotel, Dublin 2013 to 2015

Working as part of a team in a busy hotel bar which involved communicating with customers, multitasking during busy periods and maintaining a friendly demeanour with the public.

# English Tutor, Université de Blaise Pascal, Auvergne, France 2012 to 2013

I taught two modules: English Oral and English Culture. My main duties involved: researching topics; creating PowerPoint presentations; presenting to groups of 10-30 students; assessing students' work continuously; invigilating exams; correcting exam papers; facilitating repeat exam papers; and organising events outside of university hours for students to practice English such as a weekly pub night and hosting quizzes in English.

# Bartender / Waitress / Receptionist, Queens Hotel, Ennis 2008 to 2012

I commenced as a breakfast and functions waitress however after one year, I began covering shifts on reception. This involved answering the phones and booking reservations, upselling bedrooms during busy periods, dealing with complaints, organising room turnover with the Housekeeping staff, completing morning reports and ensuring the daily totals for each department of the hotel balanced.

# EDUCATION & TRAINING

L.L.M.

University College Dublin **Expected 2020**

Postgraduate Diploma in Law

Law Society of Ireland **2018**

Bachelor of Arts in English & French Studies

MIC, University of Limerick **2012**

# IT SKILLS

Keyhouse, FileSite, KIRA, Contract Express, Relativity One and the Microsoft Office suite including Word, Excel, PowerPoint, and Outlook.

# INTERESTS

I am very active and frequently partake in Parkrun events every Saturday morning. I also enjoy Irish traditional music and have been playing the button accordion for 19 years.

# References available on request