*Ella Lynes BCL (Hons).*

 Cloughlucas, Mallow, Co. Cork.

Phone: +353 86 354 0820 Email: ellalynes@gmail.com

Having spent the past two years working in a fast paced, global and dynamic organisation I have gained many transferrable skills which will be invaluable to me as I commit to pursuing a career as a solicitor. I am highly adaptable, a quick learner and seek to work to the highest level. I can perform either on my own initiative or as part of a team.

**Educational Details**

2007-2011 **University College Cork.**

* + - **Bachelor of Civil Law, BCL with German (Hons).**
		- Joint Honours Degree (Major in Law).

2009-2010 **Friedrich-Alexander-Universität Erlangen-Nürnberg, Germany.**

* + - Erasmus Programme, studying various aspects of German law.
		- Researched and completed an essay and presentation, comparing the manner in which Germany and Ireland implemented Directive 2002/58/EC of 12 July 2002 (Data Protection). This was conducted through German.

**Work Experience**

January 2015 - March 2015, ***Free Legal Advice Centre Volunteer (FLAC).***

* Invaluable opportunity to sit in with solicitors during the weekly consultations.
* Learn more about the legal issues which people in my locality are facing such as home repossessions, domestic violence and landlord and tenant disputes.
* Ensure that every client leaves fully informed of the next steps they need to take in resolving their issues.

9th December 2013- 19th January 2015, ***Team Manager Back Up, Agreement Administration.***

**Apple Inc., EMEA Headquarters, Hollyhill Industrial Estate, Cork.**

* Acting manager of the Senior Advisors in the German Agreement Administration team, managing a team of 18, working both on site and remotely.
* Liaised with and reported to senior management on a daily basis.
* Represented the department at on-site executive meetings and at videoconferences with colleagues in the American and Asia Pacific regions.
* Ensured strict compliance with Apple Policies and Procedures as well as the stringent insurance and legal regulations regarding AppleCare+.
* Maintained peak team performance by reviewing statistics daily and noticing trends where additional development is required.
* Evaluated individual performance of the advisors on a quarterly basis to assist them with their personal development through the company.
* Convened weekly team meetings to encourage high levels of motivation.
* Conducted interviews during department expansion.

16th October 2012- 19th January 2015**, *Senior Advisor in Agreement Administration***

**Apple Inc., EMEA Headquarters, Hollyhill Industrial Estate, Cork.**

* + - Recognised as a Top Performer for Q3/4 2013 at the biannual Excellence Awards.
		- Developed and implemented a highly successful mentoring scheme in order to pass on knowledge to the newest recruits in the department.
		- Worked diligently as part of a close team to ensure the efficient application of the AppleCare Protection Plan and AppleCare+ across the EMEA market.
		- Acted as the final point of contact, as a senior advisor, in all cases regarding the AppleCare Protection Plan and AppleCare+ ranging from exception requests to complex agreement issues.
		- Presented projects and feedback I had personally worked on to my peers within the department as a whole.
		- Dual skilled supporting the English and German speaking markets.

23rd January 2012 – 3rd February 2012, ***Legal Assistant (Work Experience).***

 **Eamon Murray & Co. Sols, 6/7 Sheares Street, Cork.**

* Attended settlement talks with clients putting what I had prepared in the office into action.
* Researched and prepared notes on different aspects of the law such as probate, intestacy and employment law.
* Worked as part of a team in order to ensure that everyone was well informed as regards the cases we were dealing with.

**Computer and Language Skills**

* Excellent computer skills with experience in Microsoft Excel, Office, Word, PowerPoint, typing and the internet as well as Apple Systems such as Keynote and SAP.
* Native English speaker and highly proficient in both written and oral German.

**Interests and Achievements**

* Full clean driving license holder.
* Sat on committees of the German Society and Student’s Union while in University as well as being an active member of the Law Society and FLAC.
* Competed at a high level in the equestrian field.
* Regularly volunteered with the Special Olympics.
* Qualified to teach English as a foreign language through the TEFL programme.

 ***References*** *- available upon request.*