**Ellen Hayes**

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# Personal Profile: Having studied law in college and working in FLAC as a legal intern I decided to pursue a career as a solicitor. I began my FE1’s in March 2018 and completed them in October 2019. During this time, I took on contract roles to ensure I would be able to carry on studying.

# Education & Qualifications:

**2018 - 2019 FE 1 Exams**

8/8 All passed

**2014 – 2017 Bachelor of Civil Law (Hons) University College Cork**

**Year 3(Final):** Overall Grade **2:1** (2.1 H in Company, Equity, Family, Employment, and Jurisprudence.)

**2008 – 2014: Leaving Certificate**: Sacred Heart Secondary School, Clonakilty, Co. Cork

Career History:

**May 2020 - Present Compliance/Complaints Officer RECI (Register of Electrical) Contractors Ireland)** (Full time)

* Ensuring that all electrical contractors are adhering to the most up to date compliance regulations.
* Responsible for closing customer complaints within deadlines.
* Liaising with Electrical inspectors in relation to RECs and customer complaints.
* Adhering to all procedures regarding complaints from vendors.
* Communicate with REC'S and ensure all paperwork is up to date when carrying out the investigations.
* Reporting all data breaches where needed.
* Preparing all documentation for the disciplinary committee and take minutes during these meetings ensuring adherence to all relevnt regulations.

**April 2019 - May 2020 Legal Administrator Permanent TSB, Hatch Street, D2 (full time)**

* Managing the repossession of properties and processing all information obtained when taken into possession.
* Keeping account of all costs once property is in possession of the bank.
* Ensuring valid documentation for each fee is applied.
* Ensuring that all parties and previous owners are officially informed of all necessary costs and receive monthly reminders until all fees have been applied and final figures have been estimated
* Applying and ensuring all MARP and CCMA procedures have been applied.
* Ensuring correct status is applied to each party; Bankrupt etc.
* Preparing affidavits for properties to be taken into possession.
* Ensuring all SLAs are met and to reduce any risks.
* Formulating procedures for different teams to reduce risk events and to prevent them from reoccurring.

**Nov 2018 – March 2019 Legal Administrator Irish Life Health, Cork Business Park**

(Full time, Short term contract in conjunction with FE 1 Exams)

* Assisting customers regarding their Health insurance.
* Assessing their rights to claim for certain procedures and advising them on the correct process.
* Ensuring all advisors were compliant regarding the information given to customers.

**Mar 2018- Sep 2018 Data Protection Administrator Residential Tenancy Board, Clonakility,Cork (Full time, Short term contract in conjunction with FE 1 Exams)**

* My position in the customer service sector of RTB involved working with property owners, tenants and agents regarding receivership issues.
* Dealing with disputes and data access queries.
* Working in consolidating the new GDPR Act with the Landlord and Tenant Act.

**Aug 2017 - Feb 2018 Legal Intern FLAC** **Dorset Street Upper, Dublin (Full time)**

* Work on high volume telephone lines, attending to the public in the state and abroad seeking information on their rights.
* Attend to legal queries in a range of areas of law including Equality and Discrimination, Family, Criminal, Landlord / Tenant Law, Employment, Probate, Credit / Debt , Civil Legal Aid, Defamation.
* Dictation was part of my day-to-day job, while also working with the key filing systems.
* Draft briefs for solicitors. Filing Documents to Circuit/district court.

**May 2017 - Aug 2018 Customer Service Assistant AirBnB VoxPro, Mahon, Cork**

* Email customers to assist them with any problems.
* Answer and make calls to customers.
* Resolve issues between guest and hosts.

**Interests and Achievements**

* My Interests include health and fitness, nutrition, cooking and reading.
* I am an active member of Clonakilty Ladies Football team and achieved to win of West Cork final 2018.
* I am an avid runner and completed Cork City half Marathon in 2019.
* I have a full clean driving licence.

**Skills**

# Communication: My communication skills have been enhanced by my involvement in various team sports and team projects in UCC. Writing skills have been perfected through written assignments, emails to clients and drafting PILA articles. I am very aware of the importance of being thorough and exact when dealing with colleagues and clients.

# Teamwork: My teamwork skills that I initially developed through my involvement in sports, have been further advanced through my participation in group projects and work experience. I am very aware of the importance of teamwork in order to achieve targets, meet deadlines and promote a positive supportive ethos to maximise efficiency

* **Computer**: I successfully completed the ECDL in 2016. I am a proficient user of Microsoft Word, Excel and PowerPoint Online research skills have been developed through gathering information for course assignments and research projects.
* **Analytical and Evaluative:** From working in Airbnb, Flac, the RTB and the PSTB I understand the importance of clarity and accuracy in order to assist the client in the most efficient way possible.
* **Time Management** My time management skills have been developed through meeting deadlines and targets and submitting course work, while at the same time being involved in activities such as sport, part-time job and committee meetings. Through my various employments I have learnt the importance of prioritising work and this awareness has greatly improved my efficiency.

# Referees: Excellent referees upon request.