***Emmet Greaney***

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**Education**:

* 2016 – 2017: **International Commercial Law LLM** (University College Dublin)
* 2016: P**rofessional qualification in compliance** (The Banking Institute of Ireland)
* 2015 – Onwards**:** Working towards **FE1’s** (Currently: 5 of 8) (The Law society of Ireland)
* 2012 - 2013: **L.L.B.** (2:1) (National University of Ireland, Galway)
* 2009 - 2012: **Bachelor of Corporate Law** (2:1) (National University of Ireland, Galway)

**Career Experience**:

* November 2015 – Present: **Financial Services Ombudsman’s Bureau – Dispute Resolution Service Mediator.**
  + Engaging with both parties involved in a complaint with the aim of an early and informal resolution.
  + Early dispute resolution through collaboration and early mediation
  + Anticipation of case sensitivities and responding in an appropriate manner.
  + Securing of any additional documentation which may be necessary to resolve the dispute.
  + Keeping complete records and files up to date and generating reports on outcomes.
  + Preparing files the Team Leaders where the complaint has not been resolved through informal resolution methods.
  + Ensuring compliance with all legal and administrative requirements relating to the file.
  + Preparing reports as required for the Ombudsman.
* November 2014 – November 2015: **Financial Services Ombudsman’s Bureau** – **Senior office administrator.**
  + P.A to the Head of Administration.
  + Created and managed the entire office’s filing system.
  + Ongoing file and case maintenance.
  + Liaising with financial service providers in relation to ongoing investigations and company files.
  + Maintaining cases and offsite archive administration.
  + High Court appeals assistant.
  + Assist the Head of Legal with case preparation for external legal counsel.
* 2012 - 2014: **Keane, Mahony & Smith** - **Auctioneer's office Manager**.
  + Client liaison and sales management.
  + Risk & Credit Management.
  + Marketing management.
  + Assessments of properties and potential clients.
  + Manager of general office and employees.
* 2011 – 2012: **O’ Kelly Moylan Solicitors – Junior Assistant**
  + Office and general administrative assistant
  + Note taking and letter typing
  + File preparation
  + Client greeting
* 2010 - 2011: **Genio/Brothers of Charity** - **Volunteer**
  + Public speaking, presentations and raising local awareness.
  + Fundraising and event management.
  + Research and goal planning.
* 2010- 2013: **FLAC Coordinator.** - NUIG/Galway City (Voluntary)
  + Follow up research for assistance with clients such as legal paperwork.
  + Paperwork and assistance in document completion.
  + Organisation of clinics, dates, times and rosters.
  + Local advertising.

**Skills:**

* Advanced word and excel skills
* Extensive researching skills
* High Court and Judicial Review file preparation
* Early dispute resolution
* File/Case creation and maintenance
* Complaints handling
* Consumer protection
* Negotiation and persuasion
* Networking and influencing

**Referees:**

Thomas O' Malley, Diarmuid Byrne

NUIG Lecturer Head of Dispute Resolution of FSOB

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