Curriculum Vitae – Joanne Costello [**joannecostello1992@gmail.com**](mailto:%09%09joannecostello1992@gmail.com)

***PERSONAL SUMMARY***

*******Highly efficient legal assistant with extensive knowledge of the administrative and secretarial procedures in the insurance industry and legal environment. Extensive experience and understanding of laws, legal codes, court procedures, compliance and government regulations. A strong team player with excellent client facing and configuration skills. Having an ability to communicate complex sensitive information in an understandable form to clients. Now looking forward to a making a significant contribution in a company that offers a genuine opportunity for progression.*

**EDUCATION**

**2015-2016: FE-1 Candidate, Law Society of Ireland**

Recently I was successful in passing all eight Law Society FE-1 examinations. I am now an applicable candidate to begin PPC1 and PPC2 courses in Blackhall.

**2016- 2017: Certificate of Insurance (APA), Insurance Institute of Ireland**

I have been successful in obtaining an APA qualification.

This involved me sitting three individual exams titled;

* PDI-01 'Nature of Insurance',
* PDI-02 'Compliance and Advice'
* PDI-03 'Commercial General Insurance'.

This academic qualification is a Professional Certificate in Insurance, which is a level 7 certificate on the National Framework of Qualifications (NFQ).This qualification is awarded by UCD through the Institute of Banking in Ireland College of Professional Finance.

**2014-2015: Bachelor of Laws, National University of Galway Ireland**

Modules studying include:  Company Law, Land Law, English Land Law, Family Law, Administrative Law, Banking Law and Equity Law.

Overall grade achieved: 2.1

**2011-2014: Bachelor of Arts, National University of Galway Ireland**

Subjects majored include:  Economics and Legal Studies

Overall grade achieved: 2.1

**2006-2011: Leaving Certificate, Balla Secondary School, Co. Mayo**

Subjects Studied: English, Irish, Maths, French, Business, Art, Music

Achieved 400 points

**EMPLOYMENT**

**2016(May) – present:**  **Royal Sun Alliance Insurance**

Position Held: Commercial Claims Handler

Duties Include:

* providing advice on making a claim and the processes involved;
* processing new insurance claims notifications;
* collecting accurate information and documents to proceed with a claim;
* analysing a claim made by a policymaker;
* guiding policyholders on how to proceed with the claim;
* contacting trades people from a network of approved professionals and arranging for them to make repairs on the policyholder's property;
* monitoring the progress of a claim;
* investigating potentially fraudulent claims;
* identifying reasons why full payment may not be made;
* ensuring fair settlement of a valid claim;
* attending and participating in on client engagement meetings.

**2015 (September) –2016 (May): National University of Galway, University Road, Co. Galway**

Position Held:Academic Tutor

I tutored LLB and Civil Law students’ property law weekly in preparation for their university exams. I have tutored topics such as, 'Theories of Property Law', 'Tenure of Property Law' and 'Estates of Irish Property Law',

'Adverse Possession' and 'Succession Law' alongside how changes the LCLRA 2009 has influenced these areas. My tutorials were continuously supervised under Dr. Padraic Kenna for the duration of the academic year.

**2015 (May) – 2016 (May): FG MacCarthy Solicitors, Loughrea, Co. Galway**

Position Held: Legal Assistant

Duties include:

* Drafting memos, engagement letters and discovery requests and helping clients understand the context of those requests.
* Extensive research of legislation, precedents and fact checking on outstanding cases.
* Organisation of paperwork and assisting in preparing briefs for council in preparation for court.
* Tracking the development of specific cases and attending client meetings with the attending solicitor.
* Communication with clients daily and providing updates to the clients about the next step in the process.
* Meeting with clients at the outset to determine if a case is appropriate for the firm.
* Adhering to legal requirements, industry regulations and customer quality standards set by the company.
* Attending to general daily duties by answering the phone, filling, making appointments, helping with office management, photocopying, sending post and DX, preparing bills for clients, dictation writing, locking/unlocking the safe and the premises daily

**2014** **(December)- 2015 (May):  Anthony Ryans, Shop Street, Co. Galway**

**Position Held:**Till Operator, Sales Assistant.

**2011-2014:          Woodies DIY, Castlebar, Co. Mayo**

**Positions Held:** Customer Service Operations/Sales Assistant.

**Interests/Hobbies:**

Art and Design; I express my interest through my own personal collection of sketches and artwork.

Volunteering is something I’ve engaged in both at university and in my local community. I have volunteered for various opening days and careers days with NUIG, including the 2014 Law Firms Fair held at the NUIG in September. I have also on many occasions provided sketch works and art displays for charity fundraisers in my local community.

Grinds: I have also began conducting private law grinds in my spare time to NUIG law students.

# **Achievements:**

Each year, the individuals and teams behind RSA Ireland’s most outstanding accomplishments are recognised by the Platinum Awards. This year I was nominated in the following three categories: "Impeccable Delivery", "People that Make Things Better" and "Being Team Spirited". Being relatively new to the insurance industry, I recognise this as being a great professional achievement.

**Referees:**

Dr. Padraic McKenna, Mr. Denis Broadrick,

Property Law Lecturer, Solicitor/Partner,

National University of Ireland FG MacCarthy’s Solicitors

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