# PROFILE

A dedicated and enthusiastic team player with a helpful and astute personality.

I am a focused individual successful at multi-tasking and delivering prompt and friendly service to all customers. I maintain a positive attitude and a great sense of humour during peak busy hours.

I am a friendly, punctual and enthusiastic team player.

My ability to assess and analyse situations and data would make me a valuable contributor to a team.

# EDUCATION

Trinity college dublin — lAW LLB

Year 1 - II.II

Year 2 - II.II

Year 3 - II.I

Year 4 - N/A

# EXPERIENCE

Irish Refugee Council Dublin 1

Legal Intern — September 2017

Provided friendly and attentive service to vulnerable clients.

Assisted solicitors in preliminary interviews with asylum seekers and offered feedback as to the strength of the case.

Researched country of origin information to add strength to clients applications.

Kirstin **deery**

Attended asylum interviews and provided support for clients.

Big Bus Tour San Francisco

Customer Service Representative — june— September 2016

Greeted customers in a timely fashion, whilst quickly determining their needs.

Responded to all customer enquiries thoroughly and professionally.

Politely assisted customers in person and on the telephone.

Kehoes Pub Dublin 2

Floor Staff — September 2015-May 2017

Consistently provided professional, friendly and engaging service.

Displayed enthusiasm and knowledge about the pub's menu and products.

Routinely cleaned work areas, glassware and silverware throughout each shift.

Demonstrated genuine hospitality while greeting and establishing rapport with guests.

McCloskey International Peterborough, Canada

Warranty Co-Ordinator and Receptionist — June — September 2015

Greeted visitors entering the office, determined the nature and purpose of visit and directed them to the appropriate destination.

Frequently used word processing, spreadsheet, database and presentation software.

Obtained scanned records and uploaded them into the database.

Organised forms, made photocopies, filed records and prepared correspondence and reports.

Reviewed and updated client correspondence files and scheduling database.

Answered and quickly redirected up to 8 phone lines calls at one time.

Bank of Ireland

Research Assistant — July — August 2014

Conducting empirical research regarding the types of businesses and the clientele within branch catchment areas.

Collating, analysing and presenting data in the form of reports and oral presentations.

Summarise findings in a concise manner, present reports, work in a team often taking on leadership roles.

Michael D White Solicitors Donegal, Ireland

School Placement — February 2012

Added new material to file records and created new records.

Attended Court hearings.

# SKILLS

Thrives in fast-paced environment

Quick problem solver

Courteous, professional demeanour

MS Office proficient

Upselling capability

Accurate and detailed

Articulate and well-spoken

Dedicated team player

# REFERENCES

Blanaid Clarke, Lecturer.

McCann Fitzgerald Chair in Corporate Law.

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Ian Murray, Manager

Kehoes

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