# Laura Durojaiye

##### Contact Details

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##### Professional Summary

I am a currently a legal secretary in Byrne Wallace who has completed both a postgraduate study in International Business Law and an undergraduate study in of Bachelor of Civil Law in Maynooth University. My desire to study law is strongly rooted in my interest in world events, helping others, and resolving conflict. I see law as a career in which I will have the possibility to improve other peoples’ lives and be able to calculate the nature of human relationships and reasoning. And this is one of the main reasons why I am applying to your Law Firm. I would be able to use the knowledge I acquired in national and international legislation over the years and apply them to real life events.

##### Employment

September (2018) – Present Byrne Wallace Law Firm

**Legal Secretary & Secretarial Support**

*Main Role*

Providing secretarial support to our partners and solicitors and to ensure we provide a quality service to clients, in an efficient manner.

*Duties:*

* Produce quality work fast and efficiently
* Draft client documentation using advanced features of Microsoft Word 2010
* Interact with solicitors on a proactive basis - communicating and working to resolve any issues which may arise on a day to day basis.
* Manage & organise solicitors on all aspects of their calendars promptly and efficiently
* Support client relationships including maintaining client contact details
* File maintenance & general administrative support
* Support invoicing, including liaising with the finance team with regards to queries and deadlines
* Adhere to ByrneWallace house style guidelines

July (2017) – August (2018) Hewlett Packard

**Technical Support Analyst**

*Main Role*

Assisted Partners, Partner Support Staff and Employees of a UK-based wealth management business, Saint James Place. Logged, validated and diagnosed customer issues, on the full range of products and applications used on the customer site. Provided the customer with a solution through information gathering, analytical trouble shooting and problem research, or to route or escalate the call to the appropriate resolution group. Escalation and management of calls to agreed service levels. Excellent attendance and punctuality are required as well as adhering to all company policies and procedures.

*Duties:*

* Answer contacts promptly and professionally
* Log/Validate all contacts Call Handling Database
* Resolve customer problems using the relevant tools and systems
* Manage end to end all calls logged, providing regular updates to customers on call status
* Invoke Escalation Procedures within defined time frames
* Work to achieve individual and team goals
* To comply/complete desk specific or ad-hoc request/tasks Mentor new hires.
* Ensure Quality standards are adhered to regarding both Cases & Calls.
* Live documentation validation
* Protect confidential and sensitive information and materials
* Observe strict compliance to licensing, copyright and trademark legislation
* Accomplish other duties as required
* Pro-actively seek support from escalation team via.
* Escalate tickets to escalation team for validation and further escalation.
* Monitor ticket queues and handle tickets appropriately
* Provide support to multiple desks

##### Key Skills & Competencies

* Diplomatic and patient with individuals on all organisational level.
* Strong attention to detail, professional and adaptable.
* Professional manner and flexible approach
* Ability to work under pressure.
* Open mind and willingness to learn about foreign law and market practice.
* Hard-working, conscientious, loyal and meticulous.
* Team player while at the same time having the ability to work independently without close supervision
* Windows and Mac OS
* Maintain confidentiality internally and externally
* Advanced knowledge of MS Office (Word, PowerPoint, Outlook)
* 65 WPM Typing
* Audio typing skills – Dictation (Big Hand Voice recording and workflow system)

##### Academic Qualifications

Sept. 2017 – Present: Maynooth University, Maynooth, Co. Kildare, Ireland.

**LLM. Master of International Business Law**

*Results: Second Class Degree Upper (2.1) 69%*

Sept. 2014 – May. 2017: Maynooth University, Maynooth, Co. Kildare, Ireland.

**BCL. Bachelor of Civil Law**

*Results: Second Class Degree Upper (2.1)*

Sept. 2009 – Oct. 2014: Ursuline Secondary School

**Leaving Certificate**

*Result*: 400

Languages: English (fluent), French (Upper Intermediate) & Irish (Upper Intermediate)

##### Referees

Available on request.