

# **Laura Durojaiye**

## **Contact Details**

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## **Professional Summary**

I am currently a legal secretary in the property department in ByrneWallace who has completed both an undergraduate study in of Bachelor of Civil Law and postgraduate study in International Business 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 this is one of the main reasons why I am applying for this role in your firm.

## **Employment**

September (2018) – Present                      Legal Secretary, ByrneWallace Solicitors, Dublin

### *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 quickly and efficiently;
- Draft client documentation using advanced features of Microsoft Word 2010 and EXCEL;
- 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; and
- Adhere to ByrneWallace house style guidelines.

July (2017) – August (2018)                      Technical Support Analyst, Hewlett Packard, Kildare

### *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.

**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 in a pressurised environment
- 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.