

LETICIA R. MCGUIRE

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EDUCATION:

- 2014 - now: **FE1 Candidate**
3 Exams passed (October 2014)
1 Exam passed (March 2015)
- 2012-2013: **UNIVERSITY COLLEGE DUBLIN**
Masters in International Commerce Law – 2.1
- 2009-2012: **UNIVERSITY OF WEST OF ENGLAND**
LLB (Hons) Irish Law – 2.1
- 2006 -2009: **IDEAL UNIVERSITY – FACI, Brazil**
Brazilian Law - Incomplete

WORK EXPERIENCE:

May 2016 – Present: SHERWIN O’RIORDAN SOLICITORS, 74 Pembroke Road, Ballsbridge, Dublin 4

June – present: Legal Office Administrator

- Ensuring office is well managed by overseeing all office administration, reception duties, petty cash log, client walk ins, general maintenance of boardrooms and regularly managing the office supplies stock.
- Liaising with solicitors and Partners in relation to company filings.
- Responsible for preparing and recording all outbound and inbound post on internal system.
- Handling the distribution of all correspondence to the fee earners.
- Managing the physical and internal online diary/phonebook.
- Assisting the Conveyancing/Commercial team with title deeds when requested which includes managing, collecting, distributing, labelling and updating the title deeds information in the internal system.
- Providing legal secretarial cover which includes but not limited to: drafting correspondence on a dictation and audio basis, updating case files in the internal system as well as the physical files, assisting solicitors in the preparation of booklets, pleadings, submissions and other legal documents. This has undoubtedly enhanced my attention to detail.
- Providing daily administrative support to the firm Directors on a personal and work basis, *i.e.* arranging meetings, conferences, personal appointments and taking messages.
- Acting as a legal interpreter for the Personal Injury sector as some clients do not speak fluent English and would not understand legal terms in regards to medical negligence.
- My current role also includes general file management, ensuring internal systems are updated and liaising with clients and service professionals.
- Enhancement of knowledge on Excel spreadsheets and Microsoft products like Outlook, Partner and WesOffice.
- Providing accountancy cover which included issuing fee notes to clients and handling office and client cheque books whenever requested as well as the petty cash funds.

May – June 2016: Junior Admin Assistant

- Providing Reception cover as required, managing the paper and electronic diary.
- Responsible for the daily collection and delivery of all DX post.
- Assisting the Conveyancing/Commercial team with collecting title deeds when requested.
- Experience working with computer systems and programs. General office duties, answering phones, taking messages, scheduling appointments, audio-typing and filing.
- Handling the distribution of all correspondence to the fee earners.
- Preparing boardrooms for meetings.
- Providing secretarial support to the conveyancing department by preparing booklets of pleadings, briefs and notices of motion.
- This role also included clerking in the Central Court Office, District/Circuit Court and the Phoenix House.
- Handled wills and deeds and assisted with the update of the system via excel spreadsheet.

Jan 2016 – May 2016: CASTLE HOTEL, Gardiner Row/Great Denmark Street, Dublin 1

Front of House/Hostess/Barista

- Here I worked in a busy, high-pressure environment, providing an excellent customer experience.
- I feel that the following skills were greatly enhanced: ability to work under pressure, pro-activity and speed in solving present issues, networking, multi-tasking, teamwork and leadership as well as flexibility.
- I was entrusted with important tasks after working for a short period of time such as managing the stock, cash flow, training new staff members, organising party/business bookings and providing and arranging cover when needed.
- My duties included cleaning tables, running orders, managing the floor, handling clients in a very professional manner, keep floor fully stocked and make sure the till system was recorded correctly.

Dec 2014 – February 2016 - CRESTS AND ARMS, 5 Cork Hill, Dublin

Manager's Assistant

- This role greatly enhanced my leadership and self-management skills as I had to manage the shop on my own most of the time.
- Processing transactions while providing customer focused care and ensuring the shop floor was tidy and fully stocked at all times.
- Enhanced my skills of handling clients, including complaints, in a professional manner.
- I also maximised sales through upselling initiative and brought new ideas to the shop which were implemented and increased the sales.

Oct 2013 – Dec 2014 - CONVERGYS LTD/MICROSOFT

Microsoft Customer Support for Xbox

- Overseeing general enquiries, debt recovery clients and equipment collection applications. Upselling and reaching set targets.
- Working on a daily basis with confidential information, large sums of money, carrying out credit searches. Dealing with clients and retailers on the telephone, collecting additional information, relaying application decisions.
- Developed expertise in the Xbox lines of business, *e.g.*, hardware, connectivity and billing.
- Worked as a legal interpreter/translator for Microsoft whenever we were contacted by the Brazilian Consumer Protection Commission. Advised some clients on the best course of action in some cases.
- Enhanced multilingual skills (spoke Brazilian Portuguese dealing with the Latin American market but filed all case reports in English). Self-management was greatly enhanced here as many service requests had to be dealt with under a very strict deadline pressure.
- Duties included answering calls from both Brazilian and British markets, creating new cases for all calls, following up on cases, attending courses for enhancement of product

knowledge, reporting errors in the system, ringing DHL and following up on console/equipment deliveries, processing refunds, providing assistance in various technical scenarios, upselling products, updating customers on the release of new products and providing a professional and friendly customer experience.

- Other duties included the use of Microsoft developed programs to address system issues such as ASD, Microsoft Excel, Microsoft Xbox Simulator and Xbox One Simulator.

2012 – Oct 2013 – DUBLIN ZOO, Phoenix Park, Dublin 8

Front Line Sales Advisor

- Entrusted with administrative duties such as cash flow accounting, stock orders and managing photos intake.
- Skills developed here: team work, the ability to work in a busy environment, working under pressure, self-management, pro-activity, initiative and multi-tasking skills.
- Duties included: taking photos, selling photo packages, upselling if possible, editing the photos using the Dublin Zoo's programs and apps, providing customer service in a friendly manner, covering other Zoo staff in different sectors when needed and partaking in different advertisements for versatile work environments.
- I also maximised sales through upselling initiative and enhanced my language skills with the various tour groups.

2007 – 2009: EMPLOYMENT DISTRICT COURT, Belem, Brazil

Legal Intern

- Duties included monitoring hearings, case law research, monitoring subpoenas in the official gazette, working with members of the Public Ministry, the DPP, etc.
- Signing documents participated on.
- Taking files home to study and prepare petitions and briefs which would be done with the knowledge and approval of the supervisor - after being duly recorded in the book load.
- Development of doctrinal research skills, case law and legislation.
- Development of monitoring skills.
- Made visits to forums very often and duly recorded such in the internal diary.
- Development of drafting parts and petition skills.
- I was also responsible for updating the legal diary on our internal systems as well as some file management.
- Responsible for the collection of court fees, dealing with clients when the Judge was unavailable, ran errands on his behalf as well as some urgent clerking among many other activities.

SKILLS PROFILE

1. **Language skills:** Speaks Portuguese and English fluently, intermediate Spanish and basic Swedish.
2. **Communication and Presenting skills:** I have honed these skills through extensive work experience in customer care services, the legal intern role in the Employment Law District Court, my current role in Sherwin O'Riordan, the seminars I presented in my Masters' degree course and the debates sponsored by UCD's Law Soc.
3. **Teamwork:** I have worked with various teams across a number of industries (Microsoft, Dublin Zoo, Castle Hotel, Sherwin O'Riordan, etc).
4. **Teaching skills:** great lecturing skills due to doing freelance work in InstaEDU as a tutor and giving grinds to classmates on corporate law and contract law.

5. **Office Administration skills:** Having gained experience in the Employment Law District Court, I was able to build on this in my following jobs.

INTERESTS

Volunteering:

- APS Down, Brazil: assistance with the organisation of social events; aiding in fundraising campaigns; assistance with research on newer technology aimed at improving their lifestyle.

Sport:

- Swimming and Volleyball: have played at Junior and Senior level as well as participating on National inter-school competitions.
- I represented my school in volleyball, soccer and swimming.

REFEREES:

Referees available on request.