

## **Louisa Naughton**

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### **Education**

**Trinity College Dublin, Dublin** — *LLB Law* (2018 - 2022)

- Graduating with a 2.1 (68%) degree

**Loreto College Foxrock, Dublin** - *Leaving Certificate* (2012 - 2018)

- Graduated with 565 points

### **Work Experience**

**Allied Irish Bank plc (AIB), Sandyford**- Business Support Specialist, Customer Services Central Office

AUGUST 2022 -

- Coordinated staff transfers and communicated with contractors to ensure effective onboarding.
- Assisted in the running of multiple department operations, initiatives, and acted as a point of contact for the central office.
- Acted as the point of contact for clients and external partners through phone and email.
- Leading out the Operations Green Team, taking on the responsibility of chairing meetings, organising initiatives, and taking minutes.
- Supporting the People Stream initiative with my leadership role in the People Champions and the Customer Services Community Group.

**Messenger Publications, Leeson Place**- Customer Service Representative

JUN 2022 - AUGUST 2022

- Received customer service queries and dealt with them to ensure customer satisfaction
- Collated and checked customer data to complete a data set to ensure increased dispatch accuracy

**McCann Morrissey Clarke LLP, Dun Laoghaire** —Legal Assistant

JULY 2020 - SEPTEMBER 2021

- Aided in legal research relating to various matters, organise files, create briefs.
- Acted as a liaison with clients and organised appointments..
- Drafted documents incl. schedules for Title Documents, draft Affidavits, and general correspondence sent by the solicitors.
- Developed my IT skills with my daily use of expd8 software and became proficient using it.
- Created a excel filing labelling system which aided solicitors during peak annual leave and allowed for the file status to be ascertained at a glance.

**Uniformity, Sandyford — Customer Service Representative and Sales Assistant**

JUNE 2019- SEPTEMBER 2020

- Worked with customers in person and online using my strong interpersonal skills
- Responded promptly to general inquiries from customers via mail, email and phone.
- Greeted and served customers on arrival at the location.
- Developed IT skills and accounting skills with electronic stock, order and till software.
- Listened to customer needs and preferences to provide accurate advice and recommendations.

**Achievements**

- Winner of Matheson Mock Trial 2020
- Finalist of Matheson Mock Trial 2019
- Certificate of Completion from Codecademy in Code Foundations, HTML, and Javascript
- Certificate of Completion from the Law Society for the ESG Course 2024
- Head of the Operations Green Team, AIB