

Curriculum Vitae

Luke Hynes – Dependable, professional, and highly motivated with a proven track record in exceeding targets and expectations. Chose to pursue a career in law having been in full time employment since finishing secondary school until commencing my degree in 2019.

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D.O.B 06/07/1994

Education

- 2007 – 2012 St. Finian's Secondary School.
- 2016 Diploma in Criminology - Dublin Business School.
- 2017 Diploma in Employment Law - Dublin Business School.
- 2019 - 2023 LL.B. - Trinity College Dublin.

Skills and Attributes

- Proven track record of meeting demanding deadlines both professionally and academically.
- Excellent written and oral communication skills.
- Meticulous attention to detail.
- Exceptional research and investigation skills.
- Demonstrated time management and planning skills.
- Comprehensive experience in all key Microsoft applications.
- Established experience of building and maintaining strong relationships with both clients and colleagues.

Work experience to date:

DHL Express: August 2012 – June 2018

Telesales Executive

- Managing a portfolio of over 500 customers in my assigned area.
- Ensuring both revenue and call targets are met and exceeded on a monthly basis.

Frontline Agent

- Handling over 100 calls per day in a professional, helpful and efficient manner.

Backline / Key Account Agent

- Dealing with over 120 "problem queries" per day. Ensuring each query is handled efficiently and tactfully to ensure maximum customer satisfaction and minimise any further risk to the company's reputation.

Account's Agent

- Handling all inbound accounts queries, ensuring all queries are logged in a timely manner. Also developed KYC protocols and onboarding process for all new customers.

Ryanair DAC: June 2018 – October 2018 (Fixed term contract)

Legal Claims Coordinator

- Directing workload throughout the legal team.
- Providing evidence and instruction packs to both local and international legal counsel and liaising with same regarding invoicing.

Tara Property Management: October 2018– March 2019 (Fixed term contract)

Junior Property Manager

- Completing inspections of all properties managed by the company.
- Compiling reports of properties and ensuring compliance with existing regulations.
- Liaising with both the tenant and client regarding any outstanding queries.
- Developing and implementing a new data base in order to standardise processes.

Aluline Ireland: March 2019 – August 2019 (Fixed term contract)

Business Development Manager

- Managing all business and sales queries.
- Meeting existing and new customers on site, advising on best practice tailored to the customer's needs. Negotiating all aspects of contracts, shipping and installation.

Trinity College Dublin: September 2019 – Present

LL.B. – Fulltime Student

- Currently completing the final year of studies.
- Studied Constitutional law, Torts, Contract, Criminal law, Legislation & Regulation, Jurisprudence, Land law, Equity, Private Law Remedies, Administrative law, Evidence, Company law, EU law, Family and Child law and Employment law.

Hager Electronics: June 2021 – August 2021 (summer job)

Sales / Customer Service Agent

- Handling all sales queries and fulfilling orders via SAP.
- Developed several SOP's to streamline ordering and billing process.

Dublin City Council – Law Department: June 2022

Legal Intern

- Attended court several times a week, assisting senior solicitors.
- Ensuring all required documents were present and duly executed in order to release other solicitors of the undertaking in relation to title deeds and other conveyancing matters.
- Compiling reports on ongoing legal issues faced by the department and proposing appropriate solutions.

Trinity College Dublin – Academic Registry Team: July – September 2022

Executive Officer

- Handled all queries relating to Academic Registry and the University.

Should you require any further information, please do not hesitate to contact me.

Yours sincerely,
Luke Hynes

References – available upon request