**Curriculum Vitae of Maria McDonagh**

Hayestown, Navan, Co. Meath

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**Summary** Law graduate with relevant customer service experience who is currently

 undertaking a postgraduate LLB seeking an internship with a commercial

 practice firm.

**Education & Training**

**2018 – Present** **NUI Galway**

L.L.B (Postgraduate)

 **Relevant Modules:** Land Law, Criminal Law, Family Law, Equity, Media Law

**2014 – 2018 NUI Galway**

BA of Corporate Law International with French, 2.1

 **Relevant Modules:** Company Law, Commercial Law, Labour Law, ADR,

 Consumer Law & Policy, Legal Methods & Research, Legal French.

**2016 - 2017 University of Bordeaux**

 Erasmus

**2013 - 2014 DCU**

 Applied languages and Translation Studies (French, Spanish)

 On Successful completion of first year I transferred to NUI, Galway.

**2007 – 2013 Loreto Secondary School, Navan**

 Leaving Certificate 2013, 435 points

 **Professional Experience**

**The Twelve Hotel, Barna, Co. Galway Sept 2018 – Present**

*Housekeeping Assistant - part time as I complete my L.L.B*

* Maintaining an exceptional standard of cleanliness and compliance with Health & Safety Regulations, communicating effectively with my co workers and liaising with management.

**Allied Irish Bank, Navan, Co. Meath Jun – Sep 2017 & May – Aug 2018**

*Customer Engagement Specialist and Cashier*

I secured this role in June 2017 for the summer months to support myself through college. After succeeding targets in the Summer of 2017, AIB offered the position to me for Summer 2018.

* Collaborated with 12 other people as part of the Sales & Advisory team, selling new products to clients and contributing to the weekly sales targets.
* Directly communicated with clients through composing and sending letters with sensitive information, I also spoke to clients on the phone.
* Managed all customer queries, requests and complaints on the floor. Compliant management carried out in compliance with the Bank and Regulator best practice.
* Familiarisation with internal bank systems, development of IT skills (Word, Excel and Powerpoint) and ensuring compliance with all bank policies and procedures.
* Worked to deadlines and contributed to weekly sales, compliance, audit and service meetings.
* Due to exceeding targets during the Summer of 2017, I was given further responsibility in terms of balancing the cash daily, verifying documents and escalating fraud cases.
* My time at AIB has given me the opportunity to develop my teamwork, communication, problem solving skills and above all else the ability to prioritize and work to tight deadlines.

**The Kangaroo Klub, Drogheda, Co. Meath Nov 2014 – Aug 2016**

*Bookings Manager and Party Co-ordinator*

* Organised and managed the front desk, took party bookings and cancellations, dealt with customer complaints and organised the staff rota.
* Supervised and directed other staff increasing my awareness of team building and delegation.
* Liaised closely with management on new ideas as to how we could increase profitability.
* I was a keyholder for the business and had responsibility for balancing the till and depositing the profits.

**Barry Judge Veterinary, Nobber, Co. Meath May 2014 – Jun 2014**

*Receptionist*

**O’ Driscolls Pharmacy, Navan, Co. Meath Aug 2013 – Sep 2013**

*Pharmacy Assistant*

**Oxfam, Navan, Co. Meath Jul 2012 – Aug 2012**

*Sales Assistant – Voluntary Role*

**Achievements**

* Member of The Chartered Institute of Arbitrators -First Class honour in Alternative Dispute Resolution.
* Active Member of the NUIG Law Society and Free Legal Aid Society, I attend regular meetings and engage in ongoing training in order to participate in free legal aid clinics.
* Information and Communication Technologies Certificate.
* Student Enterprise Award for the successful establishment of a mini company.
* Manual Handling Training.
* Advanced French speaker.
* Senior Prefect 2012-2013.
* Digital Publishing Certificate.
* Television Media Training Course.

**Interests**

* Participating in the NUIG Innocence Project, I am currently research a case where the accused are widely believed to have been wrongfully convicted.
* Cooking & Hosting “Come Dine with Me”.
* Keeping fit in the gym and taking fitness classes.
* Travelling and exploring foreign cultures and languages.
* Current affairs, politics and debating, I am a former member of the school debating team.
* French culture, language and history.

**References -** Available on Request.