



Michelle Ryan

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About:

An enthusiastic and confident individual with a passion for business and law. I am a 2.1 graduate with over two years of experience in legal, administrative, sales and customer service roles. A strong employment track record success with ability to build strong relationships working independently and effectively as part of a team. I am looking for the next challenge to apply my skills, broaden my experience and produce a long-term career as a solicitor.

EDUCATION & QUALIFICATIONS

Bachelor of Civil Law (Law and Business), Maynooth University, BCL Hons., 2016 – 2019

- Grade achieved: 2.1 degree
- Law Modules: Equity and the Law of Trusts, Property, Company, Employment, Contract, Criminal, Constitutional, Tort, Administrative, Evidence, European Union, and International Justice Law
- Business Modules: Business Models and Marketing, Ethics, Marketing, Accounting and Economics, Strategic Management, HR, Operations and Supply Chain Management, International business and Innovation
- Learned and developed legal research methods, analytical, presentation, and problem-solving skills.
- Extracurricular Activities: I was an active member of the Law Society and Finance Society, where I attended meetings and provided assistance organising and fundraising of society events.

Law Society of Ireland

- FE1 Candidate: 8/8 exams passed – 2022
- Employment Law & Remote Working (Online Course), *May – June 2022*

Irish Sign Language, Irish Deaf Society, August 2020- January 2021

- Irish Sign Language - QQI Level 3

KEY EXPERIENCE

Legal PA, Pinsent Masons, 1 Windmill Lane, Dublin 2, April 2022 – Present

I am a Legal PA to the Head of Real Estate, the Head of Projects, and the Employment Group in the Dublin & Belfast office. My role involves providing proactive and professional assistance:

- Opening client files; completing conflict searches, AML checks in conjunction with lawyers and undertaking research on clients:
- Drafting and formatting letters, memos or notes in a literate and professional manner
- Coordinating typing of audio files, drafting correspondence, producing documents/letters/e-mails and memos, take accurate minutes of meetings
- Building and maintaining effective relationships with both internal and external clients and their teams and developing knowledge of their business, including attending client events and seminars where required.
- Preparing presentation slides and materials for internal/external meetings and events
- Management and co-ordination of lawyers' e-mails and their mailboxes
- Collating information for preparation of bids, tenders, proposal documents, and client briefing documents and preparing the first draft of documentation
- Assisting lawyers with the billing process, agreeing in advance dates for billing, delegating requisition of pre-bills, drafting narratives and covering letters and putting paperwork in front of lawyer for sign off

Banking Administrator, Permanent TSB, St Stephen's Green, Dublin 2, July 2019 - Present

My role involved providing administrative support to the Operations Department in a fast-paced, challenging, and pressurised environment, in compliance with banking regulations.

- I managed the Deposit Services mailbox where I allocated and responded to department and branch queries in a timely manner to ensure service level agreements were met
- I carried out administration on bank accounts online including account transactions and the set-up of payments
- Monitored bank accounts and preparing related reports for management on a regular basis
- Assisted with new client on-boarding and other necessary transaction management tasks as required
- Performed back book due diligence and data extraction on customer account documentation in accordance with the CCMA, CPCC, AML, GDPS, CRS & FATCA legislation

- Ensuring compliance with internal policies and procedures, while actively contributing to process improvements and a positive office environment – Assisted QA with queries in relation to Deposit Operations
- Contributing to internal projects and initiative arising from changes in statutory or regulatory obligations
- During my employment, I was the first point of contact with the Tax Department for tax related queries on accounts – I took ownership for monitoring and completing PTSB reports of CRS and FATCA on accounts

Sales and Promotion Coordinator, Tote & Horse Racing Ireland,

- Attended horseracing events to promote Tote/HRI to heighten brand awareness and recruit new customers to create company accounts
- Gained marketing and sales experience by advertising promotions of HRI using exceptional interpersonal skills and engagement abilities to achieve daily sales targets
- Collaborated with the team to maintain optimum levels of communication to achieve daily sales targets
- I successfully grew client base through continued levels of outstanding services, such as the on-site implementation of marketing campaigns, explaining company policies, and acquiring customer feedback

LEADERSHIP ACTIVITIES & CERTIFICATES

Social Committee Representative, Permanent TSB, Dublin 2, Sept 2019 - Present

- I assisted the social committee in the preparation and management of company social events
- Managed logistics of events planning including fee collection; event booking; and event promotions
- Collaborated directly with management and many departments to plan and coordinate internal organised activities

Student Ambassador, Maynooth University, Co Kildare, July 2017 – May 2019

I was selected by Maynooth University to be an ambassador of the college during my first year.

My responsibilities included:

- Providing support to the Admissions Office; assisting the team in representing Maynooth University at open days and events by answering queries about the university and the programs and activities offered
- Demonstrated strong planning skills by facilitating organised tours and presentations for high levels of tourist satisfaction and enjoyment

Matheson, Virtual Experience Program Participant February 2022

Participated in the online Matheson Virtual Experience Program.

- Tasks Completed include: Non-disclosure Agreement; Appointment of a temporary Pre-Approval Controlled Function; Litigation Learning; and Finance and Capital Markets

EXTRA-CURRICULAR ACTIVITIES & INTERESTS

Extracurricular Commitment

- **Volunteer - Barreststown Children's Charity, Ballymore Eustace, Co Kildare - July 2022 – Present**

During my time at Barreststown, I assist with specially designed camps and programmes for children and their families living with a serious illness. I support and encourage each child to take part in all aspects of camp, while making sure they're safe and supervised at all times.

Extracurricular Skill

- **Irish Sign Language** – I completed the QQI level 3 certificate for Irish Sign Language and have an intermediate knowledge of the language.

Extracurricular Interest

- I love the outdoors, farming and hiking. During my free time, I enjoy reading and running. I am also interested in Irish and International Current Affairs, Motorsport, Fashion, Health and Wellbeing.