

Niamh Monahan

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EDUCATION

2017 – 2018: **Postgraduate Diploma in Law (1st Class Honours)**, Dublin Institute of Technology.

2011 – 2015: **BA English Literature with minor in French (2.1)**, University College Dublin.

2005 – 2011: **Leaving Certificate (435 points)**, St. Patrick's Cathedral Grammar School, Dublin 8.

EMPLOYMENT

Legal Roles

May 2018 - Present: **Legal Executive**, O'Hanrahan & Co Solicitors, 71 Ballybough Road, Dublin 3.

- Providing support to solicitors and trainees to ensure that the office runs as efficiently as possible.
- Assist with typing and preparing letters and other legal documents so that they are accurately drafted and sent out on time each day.
- Preparing and sending out briefs to counsel
- Attending at the Four Courts to have documents stamped and filed on a weekly basis.
- Other duties include: general office and admin duties such as answering phone calls, making appointments for clients, managing the solicitors' diaries and ensuring office supplies are ordered and in stock.

Customer Support Roles:

May 2016 – Aug. 2017: **Customer Support Specialist**, Clio (Legal Practice Management Software) Dublin.

- Handled inbound requests from legal professionals by phone, live chat and email in a polite and professional manner. Goal was to provide the user with the most effortless experience possible.
- Assigned to various individual and team projects including writing support articles, keeping internal knowledge base up to date and drafting email templates to improve service delivery, workflows and processes across the department.
- Assisted clients by methodically troubleshooting issues with them, offering them creative and innovative solutions to workflow problems.
- Undertook specific projects and online training programmes to complete all competencies required to become an intermediate level agent.
- Consistently met and often exceeded monthly targets for phone calls and emails answered.
- Top performer responding to email queries on the Customer Support team for 3 consecutive months.

June 2015 – May 2016: **Customer Service Agent**, AIB, Airside Business Park, Swords Co. Dublin.

- Responded to up to 60 phone calls per day from customers as part of the phone and internet banking registration and support team.
- Key responsibilities included: achieving weekly and monthly statistical objectives and sales target and always delivering exceptional customer service while remaining professional, patient and understanding.
- Adhered the bank's regulations and procedures in order to meet the requirements of the EU Directive on Distance Marketing of Consumer Financial Services when registering customers for phone and internet banking or when purchasing other financial products over the phone.
- Phone calls were monitored and evaluated by managers and the 95% target was consistently exceeded.

Other Roles:

Sept. 2017 – present: **Waitress**, The Restaurant at Brown Thomas, Grafton Street, Dublin 2.

- Responsibilities include: working as part of a team, taking orders for guests and ensuring that they have a pleasant and memorable experience.

October 2013 – December 2014: **Food and Beverage Assistant**, The Westbury Hotel, Dublin 2.

- Contributed to providing a personal and unique experience for each guest and to provide and maintain a level of service that reached beyond their expectations.
- Partook in daily briefings to discuss sales targets, upcoming reservations and any important issues
- Acted as a brand ambassador for the Doyle Collection which involved by nominating colleagues for providing outstanding service and embodying the company's values.

July 2013 – August 2013: **Food and Beverage Assistant**, Disneyland Resort Paris, France.

ACHIEVEMENTS

- Irish Board of Speech and Drama's Communication Skills Exam (first class honours).
- Holder of Bronze level medal for the Gaisce President's Award.

INTERESTS

- **Law:** Keep up to date with developments in the sector by reading law blogs and publications online. Was a member of the LawSoc in UCD and attended various debates and events held by the society.
- **Reading:** Avid reader of non-fiction books, novels, plays and poetry. Also like to keep up to date with current affairs by reading newspapers and blogs online.
- **Health and Fitness:** Member of my local gym for almost two years. Enjoy keeping active, practicing yoga, eating well and cooking healthy meals for family and friends.

SKILLS

Teamwork – Able to work independently and also as part of a team. Have experience working in teams of varying sizes and find it easy to adapt to new surroundings. Great at building relationships with both clients and colleagues. Have strong leadership skills as was a member of the Student Council for 5 years in secondary school.

Creative Problem Solving – Strong analytical and research skills. Ability to solve problems using creative and resourceful solutions. Always pay close attention to detail.

Communication – Excellent written and verbal communication skills. Have an engaging, empathetic and warm personality and am able to speak confidently in work, college and social situations. Am able to write professional correspondence to a very high standard and deliver presentations effectively.

I.T. – Proficient in Microsoft Office, Excel, PowerPoint and Outlook. Good working knowledge of eXpd8, Zendesk (customer support interface), Agent Desktop (contact centre software), G Suite and Clio legal practice management software and its integrations. Social media user.

REFEREES

Dr Brian Barry, Lecturer.

Dublin Institute of Technology, Aungier Street, Dublin 2.

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Mr. David Perry, Customer Support Manager, Clio.

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