**PAMELA GUBBINS**

Greenrath, T: 087 9181074

Tipperary. E: pamgubz@gmail.com

* Highly reliable, proactive and commercially focused 4th year Law Plus student with experience of office environment, legal department and court cases.
* Excellent communication and team work skills with an established ability to make decisions and refine complex issues into key components under pressurised work conditions as evidenced by placement with ESB and experience working for Skechers and Virgin Media. Ability to prioritise workload according to importance and immediacy.
* Professional approach to practice and excellent time management.

**EDUCATION**

2014 – Present **University of Limerick**

Bachelor of Law: Law Plus (LLB)

2013 – 2014 **Limerick Tutorial College**

 Leaving Certificate 425 points

2008 – 2013 **St. Anne’s Secondary School**

**WORK EXPERIENCE**

**May 2016 – Jan 2017 *Legal undergraduate* – 3rd Year Cooperative Education Placement**

 **Electricity Supply Board (ESB), Legal Department**

* Worked in the legal areas of property, employment, commercial and planning and environmental.
* Allocated files, drafting letters and e-mails for clients and council, creating spreadsheets on Microsoft Excel and drafting file review sheets for clients. Phoning clients and partaking in conference calls.
* Navigating various websites, searching for legislation and compiling reports.
* Drafting and administering a weekly newsletter by e-mail to all the staff of BSC Legal.
* Preparing of the documentation for court, utilizing organizational skills, in addition to practicing patience and persistence, as the volumes and quantity of documentation was often large.
* Bringing clients to an eternal solicitor’s office for the swearing of their affidavits, lodging or listing papers for the judge in the four courts.
* Settling payments and receipts.
* Personally serving different firms and solicitors. For firms or solicitors outside of Dublin City Centre I would ensure that they were sent by registered post and that the forms required to do so were filled out correctly.
* Accompany the solicitors to court and assisting them if a hearing was taking place or if a judgement was being delivered. I would also accompany them to meetings to take notes.

**Oct 2017 – Present Currently in Training: *Customer Service Representative* – Billing Dept.**

 **Virgin Media, Roxboro, Limerick**

* Acting as a strong team player, consistently delivering results contributing to a high performing team. Demonstrate customer advocacy during every interaction by delivering a memorable customer experience.
* Establishing ownership, accountability, efficiency and commitment during every customer interaction to resolve and assist sales, accounts/billing, queries, upgrades and general complaints.
* Act as a key stakeholder in driving business growth by generating/closing sales.
* Continuously take ownership for my own development by updating my skills and knowledge through classroom training, completing relevant programs and E-Learning courses.

**May 2017 – Oct 2017 *Sales Associate* – Summer Job**

**Skechers, Limerick.**

* To serve and be cordial towards customers, by communication with them to provide for their needs, and always informing them of sales and offers in store.
* Sorting and organizing the stock rooms to ensure efficiency in the work place for myself and my colleagues.
* Processing orders, and meeting daily shoe care, accessory, loyalty, and sale targets.
* Keeping the shop floor neat and orderly to attract customers by ensuring the correct placement of produce.
* Using communication skills while dealing with customers and other partner stores on the phone, regarding complaints, queries or orders.
* As a kid’s ambassador, I was required to inform parents about our free services regarding fitting kid’s shoes. I was responsible for creating a unique, fun and comfortable environment for each child.

**May 2015 – Aug 2015 *Cashier and Sales Assistant* – Summer Job (Weekends)**

 **Carry Out Off-License, Tipperary.**

* Creating online orders of produce required for delivery to the business, stocking shelves and fridges, experience of cash register and handling money, answering phone calls.
* Liaison with other staff members concerning customers who appear under the influence so as to ensure the safety of other customers.
* Staff meetings on improving business targets and possible new produce
* Updating social media on offers and produce available in store.

**IT SKILLS**

* High level of proficiency in Microsoft PowerPoint and Microsoft Word (ECDL Certificate, Virgin Media Training)
* High level of proficiency in Social Media (Facebook, Instagram, Snapchat, LinkedIn)

**INTERESTS AND ACHIEVEMENTS**

* Gaisce, The President’s Award: Bronze Medal.
* Intermediate horse riding ability, member of UL Equestrian Club.
* Volunteered as a ‘Buddy’ for incoming 1st year student in 2015.
* Safety training: Manual handling course 2016
* Fundraised for Pieta House, Jacinta O’Brien Plassey 10k walk/run and supported Irish Guide Dogs Association when working with ESB.

**REFEREES**

* Available upon request.