Sallyann mccoy

|  |
| --- |
| Dael lodge, 3 taney park, dundrum, dublin 14. |
| Phone 0871279200 • E-mail sallyannmccoy94 @gmail.com |

EDUCATION

­­­­­­­­­­­­­**University College Dublin, Masters in Common Law 2015 - 2017**

*Awarded Grade:* 2:1

*Modules studied included:*

Company Law (B+), Contract Law (A-), Family and Child Law (B+), Property Law (B), EU law (B+).

**University College Dublin,** **Bachelor of Social Science 2012 - 2015**

*Awarded Grade:* 2:1 Major in Sociology & Social Policy, Specialised in Crime & Social Order.

*Relevant modules studied included:*

Crime, Social Services & the Justice System (A), Criminal Procedure (B),

Crime & Society (B) and Investigating Social Services (B)

**The Teresian School, Leaving Certificate 2006 - 2012**

*CAO points*: 440

WORK EXPERIENCE

­­­­­­­­­­­­­­­­­­

**Legal Summer Internship:**

**Coleman Legal Partners Summer Intern June – August 2016**

* Prepared court documents and briefs for barristers that had been instructed by the firm for various cases.
* Handled up to 20+ calls a day from both current and potential clients.
* Aided the solicitors in their research on various cases by making phone calls and writing to numerous organisations and conducting online research.
* Assembled a complete brief for an alternative dispute resolution hearing under significant time pressure.
* Developed a call log of all calls from potential clients from 2014 to August 2016. This logging system has since been implemented for all calls going forward.
* Assisted solicitors and support staff daily to achieve the firm’s goals.

**Other Experience:**

**Calvin Klein**  **Sales Advisor September 2016 - present**

* Responsible for driving sales using skills in customer service & product knowledge.
* Working as part of a team of 3 people to reach daily and weekly targets.
* Handle customer queries, returns and complaints.
* Entrusted with handling cash and opening/closing tills.

**Argos Customer Advisor October 2012 – September 2016**

* Dealt with customer returns and complaints in a professional and efficient manner.
* Advised customers with technical information for electronic and other items.
* Trained up to 5 new staff members over the Christmas period.
* Entrusted with counting high value stock.
* Worked with a team of 15 people to reach targets and ensure a fast and reliable service.
* Entrusted with handling cash and opening/closing tills.

**The Dropping Well Floor Staff/Waitress March 2015 – September 2015**

* Worked with a large team of floor and bar staff to ensure customers had a pleasant experience.
* Built rapport with customers.
* Handled cash and credit card transactions.

SKILLS PROFILE:

­­­­

* **Interpersonal skills:** excellent people skills having worked in customer service for over 4 years in Calvin Klein, Argos and the Dropping Well. This involves communicating and interacting with up to 50+ people daily.
* **Ability to take initiative:** always eager to improve and find new ways of doing things. Commended in both Argos and Coleman Legal Partners for taking initiative. In Coleman, I was tasked with developing a log of all incoming calls in the past 2 years, upon completion the log has been implemented in the firm for everyday use.
* **Teamwork:** a highly experienced team member. From my time in Coleman Legal Partners, I learnt the importance and benefits of working as a team for a stronger outcome for the firm. In Argos, staff were split into 2 teams to improve product insurance sales. I found the team dynamic led to grave improvements in sales figures as it created an incentive for us to perform. On two occasions, I received the monthly prize for best performer on my team.
* **Ability to work under pressure:** I wasfaced with time pressures in both Argos and the Dropping Well during the Christmas period. In my time working in Coleman Legal Partners, I learnt that if good team work is in place it becomes far easier to work under pressure.
* **ICT skills:** proficient computer skills having completed the European Computer Driving License Course (ECDL).

INTERESTS AND ACHIEVEMENTS:

­­­­­­­­­

**Academic:**

* Awarded with the Diligence & the Commitment and School Spirit award in 2011 & 2012.
* Chosen to be a mentor for the “Faith Friends Programme” 6th class students in 2011.
* Received the Bronze an Gaisce president’s award 2010.

**Volunteering:**

* I am an active member of the UCD St Vincent de Paul society and help with the weekly soup runs for the homeless.
* I have been involved with the St Michael’s House organisation for many years and have raised money by partaking in events such as fashion shows and singing in their annual mass.

**Hobbies & Interests:**

* Enjoy spending time with friends, running and yoga. Hobbies include singing, dancing and drama.
* Acted in various musical theatre shows in the National Concert Hall and numerous singing and school choir competitions over the years.

REFERENCES: available on request.