## Bich Ngoc Nguyen (Sarah Nguyen)

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# PROFESSIONAL SUMMARY

I am a law graduate with a background in hospitality, entrepreneurship and financial service. I am passionate about the opportunity to contribute to the growth of business clients by providing a service that focuses on the practicalities of developments of the business

# EDUCATION

## Dublin City University 2019 -2022

Bachelor of Law

## St Andrew’s College Dublin 2013 -2015

Leaving Certificate Qualification

# WORK HISTORY

# Bank of Ireland 03/23 – current

# Position: Mortgage Administrator

# Registering the mortgage into the banking system to ensure a smooth transfer of KBC customers to Bank of Ireland

# Scheduling the legal documents for the mortgage

# Analysing the documents to determine whether the file could be proceeded to the next stage of the transfer

# Checking details of each file and reporting to the team lead if remediation is required

## KPMG 06/22 – 03/23

Position: Data Analyst

* Working on AIB financial projects to deal with influx of customers switching the banks
* Entering and managing customers’ data in the system
* Checking and comparing the information provided by customers with the information in the database
* Reviewing the data to analyse and evaluate the financial risks
* Ensuring that all the account records are updated, and all the lending policies have been adhered
* Communicate with different teams such as lending team to support the customer journey with AIB
* Report any suspicious transaction to the relevant department according to money-laundering policies
* Record customer data analysis on daily basis

## Shannons Solicitor 05/22 – 06/22

Position: Legal Intern

* Entering and managing clients’ information and data in the case management system
* Assigning the clients will to the case management system
* Assisting the solicitors and the legal secretaries with organising the case files and doing the research about the property involved in the conveyancing cases
* Doing ad hoc administrative duties such as scanning documents, preparing the documents
* Greeting the customers
* Preparing the meeting room for the solicitors with clients and barristers
* Opening and closing the clients’ case files on case management system

**Naas Inn 2016 -2021**

Position: Kitchen Assistant

* Taking the orders of in excess of 70 clients daily and liaising with external delivery partners to organise home deliveries
* Demonstrating an exceedingly high level of client service and problem-solving skills by listening to client queries and providing solutions that maintain restaurant reputation
* Leading administrative function through the allocation of employee shifts, absence

**Nail Boutique 2017- 2018**

Position: Founder & Manager

* Retained clients delivering a high quality of customer care, remaining up to date with nail industry trends and conducting a loyalty scheme.
* Led in the day-to-day running of the salon, including saloon design/organisation and the sourcing of materials
* Spearheading business development by employing outbound and inbound techniques for client retention, as well as conducting market research on competitors operating in the same space

# EXTRACURRICULAR ACTIVITIES

* **Member Of FLAG Committee** –I was in the committee when I was in college. FLAG is a student society which provides free legal advice service to the public under the training and supervision of qualified solicitors.
* **Member Of Black Student & Students of Colour Advisory Group –** I was in the society when I was in college. The goal is to uproot racism and create an inclusive environment for all students.
* **Matheson Career First Programme** – I joined in the programme when I was in my first year of college. The programme was run by Matheson to give students insight into the work and role of in-house lawyer. Other students and I were divided into different groups to present our ideas on how to diversify the working environment.

**SKILL**

* Vietnamese Level: Native
* Microsoft office
* 365 Outlook
* Excel