**Sarah O’Byrne**

 **62 Cairnbrook Avenue, Carrickmines, Dublin 18**

 **Telephone: 0862083441**

 **SUMMARY**

A hardworking and enthusiastic FE1 candidate with a desire to learn new skills. Aside from acquiring experience in legal and customer service-based jobs, I have strengthened my skills of teamwork and communication through shown achievements.

**EXPERIENCE**

(October 2023 - current) **Brazilia Sandyford - Receptionist**  Key Responsibilities -

▪ Using the booking system to schedule client appointments.

▪ Answering phone calls, managing emails and filling.

▪ Greeting clients and handling any inquiries.

(January 2021 –2023) **Brand Ambassador for Platinum Marketing and Event Management Agency**

Key Responsibilities -

▪ Represented well-known brands ‘VITHIT’, ‘Fulfill’ and ‘Jameson’ in their marketing campaigns across Ireland.

▪ Provided feedback and insight from product promotion events.

▪ Acted as team leader for Irish whiskey brand ‘Powers’ to promote and sell their hot whiskeys throughout the Connacht Rugby season using the point-of-sale system.

▪ Assisting in content creation for Irish gin brand ‘Malfy’ in the Hyde bar Galway by capturing media content during the promotion of their three new flavored gins.

▪ Interacting with customers during the promotion of Irish cider brand ‘Bulmers’ who launched their summer beer as a hot cider to push sales during the winter months.

(June – July 2023)

**Dillon Eustace Summer Internship**

Key Responsibilities -

▪ Assisting members of the corporate team with legal research queries.

▪ Attending client meetings and weekly department catch ups.

▪ Participated in social events including joining the firms tag rugby team and marching in the Pride Festival Dublin ▪ Prepared and presented via power point presentation to members of the firm.

 (May - August 2022)

**Centra Stores, Cabinteely**

Key Responsibilities -

▪ Sales assistant working as part of 7-person team to provide excellent customer service to shop attendees.

▪ Cross checked availability of stock to prepare delivery schedules and timetables for delivery drivers.

▪ Answered queries and dealt with customer complaints, reverting to higher management where necessary to do so.

(May 2020– August 2020)

**Shaffrey’s Solicitors**

▪ Worked face to face and alongside a solicitor as well as meeting some of the firm's 120 clients in an office-based environment.

▪ Conducted legal research, drafted documents, and organised files for proceedings. Frequently took calls in the office on behalf of the firm, wrote up bank statements and responded to emails.

**EDUCATION**

(2019- 2023) **Bachelor of Civil Law**

National University of Ireland Galway • Major: Commercial Law – Graduated this year with a 2.1 average grade.

(2021 -2022) **International Master of Laws**

KU Leuven, Belgium

• Selected based on past results to study a master’s in International Law for my third year in which I achieved a pass rate or above across all subjects with an average of 60 percent.

**ACHIEVEMENTS**

• 2024 Completed and passed 5 FE1 exams to date

• 2023 Awarded Employability Award NUIG

• 2022 Member of the Law society NUIG

• 2022 Essential customer care certificate

• 2022 Responsible serving of alcohol certificate

• 2022 Manual handling training certificate

• 2021 HAACP level 1 certificate

• 2019 Completed first Aid level 1

• 2019 Completed Excel and Microsoft Word course

• All Ireland medal in women’s Gaelic football U18 for Foxrock Cabinteely

• Completed French language course with Stein Study, Biarritz 2018

• 2 Gold medals competing in the Leinster championship for women’s Gaelic football.

**SKILLS**

• Computing skills: MS Office - PowerPoint, Excel. Programming skills: basic knowledge of Java • Operating point of sale systems in commercial and waitressing backgrounds

• Food safety and special dietary requirements studied

• Other: Customer communication, leadership, and teamwork skills mastered.

Excellent references available upon request.