Sarah Brennan

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**CAREER PROFILE**

Final year LL.B (Hons) student in Griffith College Dublin with an interest in Corporate and Commercial Law. Currently seeking an internship.

**KEY SKILLS**

* Ability to work effectively under pressure
* Excellent communication and interpersonal skills, for example, delivering presentations for college and answering customer queries in work
* Organisation - prioritising and managing busy work loads
* IT Skills with knowledge of Word, PowerPoint and Excel

# EDUCATION HISTORY

*2016 – Present LL.B(Hons) Griffith College, Dublin*

* First year achieved a PPA of 63
* Second year achieved a PPA of 67
* Achieved a first class honours in a number of modules
* Modules studied include;
  + Company Law
  + Land Law
  + Contract Law
  + Law of Evidence

*2009 - 2015 Leaving Certificate Malahide Community School*

**CAREER HISTORY**

*July 2015 -Present Customer Service Representative Dublin Airport*

* Responsibility of dealing with customer complaints in a professional and efficient manner
* Face-to-Face dealings with hundreds of customers on a weekly basis, giving clear and concise instructions on how to obtain their refund
* Answering phone calls as well as communicating and liaising with our head office
* Processing high volume of tax refund forms
* As part of my role, I have completed many online courses in my duty such as data protection, GDPR and anti-money laundering

*November 2015 - January 2016 Sales Associate Next*

* Received and processed cash and credit card payments
* Completed tasks in a timely manner whilst maintain a strong product knowledge
* Ensuring every customer received an excellent service

*July 2015 - August 2015 Waitress* *Hush Brasserie*

* Provided excellent and friendly service
* Maintained knowledge of the current menu
* Ability to communicate with the kitchen staff and relayed any special requests

*June 2014 - August 2014 Receptionist Ivory Dental Care*

* Greeting patients on arrival
* Responsible for answering phone calls.
* Referring inquiries to appropriate member of staff
* Communicating with patients via phone/email
* Maintaining patient files

*May 2013 - August 2013 Waitress Silks Chinese Restaurant*

* Greeting customers on arrival
* Ensuring guest satisfaction
* Taking orders and serving food and drinks

**INTERESTS**

* I have a keen interest in travelling and learning about different cultures. In 2016, I travelled throughout Europe for three weeks, visiting seven different countries.
* I have completed a first aid course as part of my life saving training.
* In my spare time I enjoy watching documentaries and listening to podcasts relating to miscarriage of justices and wrongful convictions.

**VOLUNTEERING**

* As part of my electives for my course, I choose to take part in the Irish Innocence Project
* I enjoy volunteering for different charitable organisations such as collecting money for Pieta House and delivering hampers for St. Vincent De Paul.

**REFEREES**

Available on request