**Sarah O’Keeffe**

**Address: 110 The Coppice, Mobile Number: 0852883233**

**Wood Farm Acres, Email: sarah**[**.okeeffe93@gmail.com**](mailto:okeeffe93@gmail.com)

**Palmerstown,**

**Dublin 20**

*Motivated, Ambitious, Reliable Individual, Excellent Interpersonal Skills, Quick Learner that can easily adapt to any role. I am a goal driven, loyal and committed employee with many transferrable skills. Interested in the legal profession with a particular passion for research and justice issues*

**Work Experience**

**Transparency International Ireland September – Present**

***Role: Advocacy and Legal Executive***

* Handling clients who call the Speak Up Helpline
* Conducting legal research and analysis for the managing solicitor
* Acting as a case worker for a number of clients simultaneously
* Operating case/data management systems
* Participating in weekly casework meetings
* Administrative support to the Legal Counsel and CEO

**Greyhound Recycling June 2016 - September 2016**

***Role: Administrative Assistant and Customer Service***

* Responsible for dealing with customer’s complaints
* Monitoring customer’s accounts to ensure follow up action has been taken to ensure a satisfactory customer experience
* Assisting with the over flow of calls in the call centre
* Processing new accounts
* Managing the flow of mail into the company

**HCL Technologies October 2012 – June 2016**

* ***Role: Customer Service Executive***

•   Assisting with customer queries regarding bills, promotions, price-plans, upgrade options

•   Building a rapport with customers

* Troubleshooting mobile handset and mobile broadband device issues

•   Managing customer mobile accounts to ensure the specific functions required are intact

•   Assisting new agents in the use of the multiple operating systems used in the department

•   Trusted with supervisor duties such as monitoring floor statistics and taking escalations

•   Working in unison with a very large team in pressured environment

**Education**

***Maynooth University:***

* **September 2016: LLM Global Legal Studies**
* **2013 – 2016**: **Joint Honours Degree in Civil Law and International Development – First Class Honours**

Modules covered include: Contract Law, Company Law, Tort Law, Property Law, EU Law, Law of Evidence, Criminal Law, Constitutional and Administrative Law, Equity and Trusts, Globalisation, the Economy and Development, Contemporary Theories of Development, Conflict, Development and Security, Gender and Development, Ethics and Development Practice

A self guided research project was also undertaken in final year, analysing the Irish

Social Housing sector and interviewing a number of important actors relating to this.

**St Louis High School, Rathmines, Dublin 6**: ***Leaving Certificate 2012***

**Professional Skills**

* Maintains a hard working and positive work ethic
* Strong communication and organisational skills
* Good team leader and motivator
* Capable of operating multiple computer systems simultaneously
* Patient and reliable when training newer employees
* Ability to meet deadlines and work under pressure
* Competent independent researcher
* Excellent attention to detail

**REFERENCES AVAILABLE ON REQUEST**