Shakira Byrne LLB (Hons)

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PERSONAL PROFILE

An ambitious, determined, hardworking and a loyal professional with a great work ethic who enjoys working in a busy, challenging and fast paced environment. I am actively seeking a trainee contract in order to gain invaluable experience to enable me to progress and become fully qualified and pursue my legal career aspirations. I have a clear logical mind with a practical approach to problem solving and a drive to see things through to completion. I enjoy working on my own initiative or in a team. In short, I am reliable, trustworthy, hardworking and eager to learn.

Qualifications & Achievements

**Law Society of Ireland-**Final Examination- First Part (FE-1) 20th of November 2015

**Griffith College Dublin-**Hons Degree in Irish Law (LLB) (September 2004- May 2008)

**Dublin Business School-**The Institute of Commercial Management Diploma in Irish Law (Sept 2003-July 2004)

**Institute of Technology, Carlow-** Degree in Computing with German - Carlow IT (September 1998- May 2001)

* Recognition for achieving high results in client satisfaction annual survey - Deep Insight - 2015, 2016, 2017- Leadership Team.
* **AXELOS & BCS The Chartered Institute for IT-**PRINCE2 Project Management- August 2017
* **AXELOS & BCS The Chartered Institute for IT-**ITIL Intermediate certificate in IT Service Strategy August 2017
* **AXELOS& BCS The Chartered Institute for IT-**ITIL Intermediate certificate in IT Continual Service Improvement June 2016
* **XELOS BCS The Chartered Institute for IT-** ITIL Intermediate certificate in IT Service Operation April 2016
* BT Certificate Leadership for Professionals 2013
* Recognition for high standard performance 2013- Solutions Director
* Recognition for contribution towards customer satisfaction 2008-BT CEO

PROFESSIONAL EXPERIENCE

**BT – Service Manager** (May 2013 – To present)

Accountable and responsible for managing the end to end telecommunication services and IT solutions for large global multi-national clients in multiple geographic locations and time zones.

* The role involves client relationship management, managing incidents, issues and risks to resolution, ensuring timely engagement, adhering to the service levels agreements that are aligned to the contractual terms, compiling and updating service documentations for clients, meeting and presenting to clients at a senior and exec level on a monthly and quarterly basis and producing reports that are time bound as part of the contract governance obligations. It also involves commercial, supplier and inventory responsibilities for each of the clients I manage. In addition my role entails risk management, coordinating activities to meet strict deadlines, revenue and change control activities, leading virtual teams across BT global’ s footprint to deliver on contractual obligations to clients, drive client satisfaction and escalating to key stakeholders to drive resolution when required.

**BT- Service Relationship Coordinator & Manager of Service Coordinators** (August 2010 –May 2013)

* Conducted daily, weekly, monthly service review meetings across mid-market client base.
* Led internal meetings with all business sectors to resolve customer issues.
* Responsible for SLA management, inventory management and reporting.
* Coordinated activities to meet strict deadlines.
* Delivered customer Satisfaction.
* Escalation and effective communication to business, senior management and vendor partners
* Managed a team of three Service Relationship Coordinators.

Primary role was a Service Relationship Coordinator managing all service related issues pertaining to a number of clients within the mid-market client base. During this time, I accepted additional responsibility of managing a team of 3 Service Relationship Coordinators of which I had direct responsibility for setting their annual performance targets, coaching, performance, career development and escalations.

**BT- Dedicated Customer Relations Executive** (2009 to 2010)

Dedicated to managing a wide range of client queries for enterprise client base to full resolution whilst ensuring high levels of customer satisfaction was achieved

**BT- Management of High level Client Complaints & Complaints Review Service** (2005-2007)

This role entailed managing to resolution multi-faceted complaints that were addressed to members of the BT Ireland Leadership Team, Board members, CEO, Press Office for residential, business and corporate clients. Worked & liaised with the most senior level management, regulatory and legal personal in order to address and resolve the complaints in a timely manner.

**BT- Customer Relations Executive & Corporate Complaints Officer** (2005-2007)

**BT- Corporate Helpdesk Agent & Commercial Credits Administrator** (2003-2005)

**BT- Residential Customer Care Agent** (2002-2003)

Key Skills

* Drive in self-development
* Strong business & commercial acumen
* Good communication and interpersonal skills
* Proven ability to work as part of a team and to deal directly with clients
* Ability to manage time efficiently
* Experience of negotiation and management of costs
* Excellent written and verbal skills
* Embraces change & encourages others to do so
* Strong active listening skills
* Highly developed skills in problem identification and implementation of effective solutions.
* IT skills: Microsoft Office: Word, Excel, PowerPoint, Outlook, MS project, Explorer and Skype

Hobbies & Interests

**Sport:** I enjoy running, pilates and mountain climbing.

**Travel:** I have keen interest in travel having visited America, Europe and Africa.

REFERENCES – Furnished upon request