

# Sheelagh Morgan

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## EDUCATION

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<b>Independent Colleges</b> <i>FEI examination Preparatory Course</i>	<b>Dublin, Ireland</b> 10/2021 - present
<b>The Honorable Society of King's Inns</b> <i>Advanced Diploma in Legal Translation</i>	<b>Dublin, Ireland</b> 10/2020 – 04/2021
<b>Trinity College University of Dublin</b> <i>BA in Modern Irish and French</i>	<b>Dublin, Ireland</b> 09/2015 - 06/2019
<b>Muckross Park College, Donnybrook</b> <i>Leaving Certificate: 500 points</i>	<b>Dublin, Ireland</b> 09/2005 – 06/2011

## PROFESSIONAL EXPERIENCE

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<b>Fidelity International</b> <i>Client Services Associate</i> <ul style="list-style-type: none"><li>Handle customer interactions through a range of channels (phone, email, letter)</li><li>Perform administration tasks on behalf of the customer (AML checks, withdrawal requests, investment requests)</li><li>Have a vast knowledge surrounding the regulations, laws and functions of pensions within the UK</li><li>Provide information to financial advisors through a range of channels (phone, email, letter)</li></ul>	<b>Dublin, Ireland</b> 09/2020 – present
<b>Lex Consultancy</b> <i>Receptionist at Cabot Financial Services</i> <ul style="list-style-type: none"><li>Administrative Duties</li><li>Handle all incoming calls from clients</li><li>Customer Service</li><li>Referring clients to appropriate Advisors / Managers</li></ul>	<b>Dublin, Ireland</b> 08/2020
<b>Jimmy Choo / Paule Ka</b> <i>Senior Sales Adviser</i> <ul style="list-style-type: none"><li>Team Leader - creating targets based on previous years' performances</li><li>Administrative duties – responsible for communication with clients and with Head Office</li><li>Customer Service</li><li>Meeting weekly/monthly competitive targets</li></ul>	<b>Dublin, Ireland / Cannes, France</b> 05/2019 – 03/2020
<b>Ashfield Landscaping Services</b> <i>Administration / Receptionist</i> <ul style="list-style-type: none"><li>Handle all calls to clients / potential clients</li><li>Accounts managements</li><li>Administrative and clerical duties</li><li>Assistant to the director</li></ul>	<b>Dublin, Ireland</b> 11/2015 – 05/2015
<b>Eames &amp; Co Solicitors</b> <i>Administrative Assistant to Senior Partner</i> <p>Duties included:</p> <ul style="list-style-type: none"><li>Assisting partner in preparing for corporate meetings and trials</li><li>Drafting documents, including preparing affidavits</li><li>Fielding telephone calls and liaising with clients</li><li>Organising / maintaining files</li></ul>	<b>Dublin, Ireland</b> 05/2015 – 09/2015

## EXTRACURRICULAR ACTIVITIES, SKILLS & INTERESTS

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### Languages:

- Irish** – Fluent. Mentor to Junior and Leaving Certificate students. Member of Conradh na Gaeilge.
- French** – Intermediate proficiency. I spent approximately one year living in Nice, France where I worked in the retail and services industries.

### Sports:

- Hockey:** (1997 – present) - Member of Muckross Hockey Club. Captained the team for 3 seasons.
- IT Skills:** Expert user of Excel, PowerPoint, Word. ECDL certificate achieved.
- Interests:** Sports, Music, Fashion, Arts, Travelling, Languages.