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 **Cover Letter**

Dear Sir/Madam,

My name is Sheila Gallagher and I am applying to Byrne Wallace for your Summer Internship Programme. I would love to be given the opportunity to work for your company and gain an invaluable insight into the inner workings of one of Ireland’s largest commercial firms. This firm is not only renowned in Ireland but also internationally and was the first large law firm in Ireland to be awarded the Lexcel standard of excellence. The ethos of this firm is very customer orientated concerning itself with building long lasting relations with its clients and providing the best legal care for them. It is for these reasons that I would really enjoy working in this firm. I have a lot of work experience working in the customer service industry and belief excellence customer relations is a vital component of ensuring longevity in any business.

In the past I have found that I perform to a high standard when I am employed in a customer service capacity as I am approachable, friendly, professional and have excellent people skills. I am very punctual, hardworking and a quick learner. I have always been committed to providing the best possible service to customers, within any establishment and for all purposes. I truly believe that friendly, engaging and competent staff is central to the success of any business.  As I embody all of these qualities in abundance, I believe that these particular facets of my personality would be central to my success in this role. I also perform very well under pressure and have proven this in situations where I have been required to deal with antagonistic customers and highly pressurized situations. I always showed my own initiative in dealing with these situations and am confident in my ability to act in a professional and responsible manner. I have vast customer service, administrative, sales, promotional, finance, law enforcing and research experience having worked in various job settings where top class service was required.

I am currently doing a Masters in Common Law in UCD and I have chosen this Masters as it offers me an opportunity to do a course accredited by the honourable society of king’s inn. As I wish to undertake a career in the legal profession in Ireland I believe this would set me on the correct path. I am very enthusiastic, hardworking, driven and ambitious person and from personal experience and interest in this area I feel I would thrive in working in the legal sector. Law is connected with almost every aspect of our lives and it fascinates me. It is constantly changing us as we evolve in society and that is where my interest stems from. I enjoy keeping up to date with current affairs which in my opinion is vital in understanding the complexities of this subject. Following my degree in English and History and my masters in history I have taken some reflective time out and I have decided to pursue a career in law. The prospect of studying law excites, fascinates and intrigues me. During my time out from studying I have worked as an immigration officer in Dublin Airport and in this role I realised the importance of law in particular immigration law was fascinating and it was a huge part of my job. I also worked as a customer care advisor for Bank of Ireland and here I worked closely with banking laws and procedures to ensure the protection of the company and the customers. I would really appreciate it if you would consider my application. I am available for interview at your discretion and look forward to hearing from you.

Kind regards,

Sheila Gallagher

 **Sheila Gallagher**

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**Work Experience**

**The Surgery – Medical Secretary**

July 2009- August 2010

**Core Role**

* Worked in one of the largest medical practices in Swinford.
* Primary role was administrative so excellent I.T. skills was essential in fulfilling my role.
* Excellent organizational skills were crucial to ensure that the doctor met all of his appointments and commitments on time and that his week was scheduled in advance.
* Excellent people skills were essential when dealing with patients and also when arranging referrals with consultants and specialists.
* Worked in a highly pressurized and busy practice which required excellent time management skills and multi-tasking skills to ensure that patients, queues and emergencies were dealt with efficiently, effectively and compassionately.
* Learned the importance of building a good rapport with patients, doctors and consultants alike.
* Customer service and conflict resolution was vital to ensure the smooth running of the practice.
* Working to deadlines and time constraints as letters, charts and orders all had to be up to date, timing was essential.
* Confidentiality was essential as very personal and private information was being dealt with.

**Flanagan’s Restaurant – Waitress**

September 2013 – December 2014

**Core Role**

* Part-time-waitress during college months and full time during the summer months.
* Working in a high pressure tourist focussed restaurant in Dublin City Centre.
* Primary role involved serving food and making drinks and providing strong customer service which included having a friendly manner and providing information on the city to anyone requesting it.
* Worked in a high pressure environment with multiple orders and payments ensuring that customer satisfaction was high.
* Worked the till and had to make exact calculations with separate orders and bills.
* Provided support to the kitchen when required.
* Ensured that the cleaning and care were up to standard throughout the restaurant.
* Ensured that health and safety was a primary concern and met with all the laws and practices for restaurants.
* Provided support and training for new hires in the kitchen and in the restaurant.

**Department of Justice- Immigration Officer**

July 2014 – September 2014

**Core Role**

* Dealing with a high volume of travelers going through Dublin Airport during the peak period for visitors in Ireland
* Ensuring that all travel documentation was correct and met with the official standards and practises for immigration law in Europe and in Ireland.
* First point of contact for visitors to the Ireland so a high awareness of customer service skills and a welcoming behavior was required.
* Administrative work relating to core job duties including typing records, liaising with other departments in the airport including An Gardaí Siochana, Customs and various Embassies and airports around Europe.
* Trained in a variety of unique and complex processes and tools relating to immigration.
* Confidentiality was an essential and valued component in carrying out my duties as an Immigration Officer.
* Trained in conflict resolution and dealt with highly pressurized situations with some irate passengers.

**Newbridge Silverware - Shop Assistant**

October 2014 –December 2014

**Core Role**

* Having excellent product knowledge of a wide range of products within the concession.
* Provide excellent customer service by going the extra mile.
* Have a great knowledge of the company, the shopping Centre and the general area.
* Have an in depth knowledge of the till function such as; opening, closing, exchange, refunds, taking payments and giving gift receipts.
* Excellent organizational skills and multi-tasking skills so to ensure that orders were put in on time, that the concession was always fully stocked and that the customers received my full attention when in store.
* Excellent attention to detail when filling out engraving forms and when matching various pieces of jewellery with others to increase revenues and give great customer satisfaction.
* Ensured that the cleaning and care were up to standard throughout the shop.
* Ability to consistently reach and surpass previous targets and increase revenue for the concession.
* Able to work to a high standard by being flexible and taking on extra hours when needed.
* Excellent administration skills, answering phones, filling, faxing and ordering.

**Bank of Ireland – Customer Care Agent**

January 2015- June 2015

**Core Role**

* Having excellent knowledge of a wide range of systems and computer programs.
* Provide excellent customer service by going the extra mile.
* Have a great knowledge of the company, the products and services available.
* Have an in depth knowledge of the bank procedures and following bank protocol.
* Excellent organizational skills and multi-tasking skills so to ensure that queries were resolved immediately or investigated and followed up on with a call back. Ensuring that customers received my full attention when on the phone.
* Excellent attention to detail when filling out requests and excellent listening skills to give great customer satisfaction
* Ensured that the cleaning and care were up to standard throughout my work area.
* Ability to consistently reach and surpass previous targets set by my team lead.
* Able to work to a high standard by being flexible and taking on extra hours when needed.
* Excellent administration skills, answering phones, filling, faxing and ordering.

**Cornmarket Group Financial Services Ltd – Life New Business Administrator**

June 2015 – August 2015

**Core Role**

* Having excellent knowledge of a wide range of systems and computer programs.
* Quality checking new business applications and problems, including both quality control compliance checks, setting up the business and issuing the documents.
* Provide excellent customer service by going the extra mile.
* Have a great knowledge of the company, the products and services available.
* Accurately log task completion data into a work allocation model.
* Dealing with queries from clients, consultants and insurance companies in a professional manner.
* Excellent organizational skills and multi-tasking skills so to ensure that queries were resolved immediately or investigated and followed up on with a call back.
* Ensuring that my daily work allocation targets are met within the allocated time frames.
* Excellent attention to detail when filling out requests and excellent listening skills to give great customer satisfaction
* Ensured that the cleaning and care were up to standard throughout my work area.
* Ability to consistently reach and surpass weekly and monthly targets set by my manager.
* Able to work to a high standard by being flexible and taking on extra hours when needed.
* Excellent administration skills, answering phones, filling, emailing, faxing, inputting data and ordering.
* Processing and checking paperwork from consultants before inputting it onto an internal computer system.
* Superb attention to detail when typing letters, sending emails and issuing documents to clients.
* Team training to new team members as required.
* Being proficient in problem solving and adhering to industry standard compliance requirements.
* Dealing with a large and growing client base, both public and private sector, including liaising with clients, consultants, insurance companies, managers and staff members.

**Chill Insurance – Insurance Sales Executive**

October 2015 – February2016

**Core Role**

* Having excellent knowledge of a wide range of systems and computer programs.
* Engaging with customers in a positive, professional and engaging manner.
* Motivated towards meeting both my personal and team sales target.
* Promoting the cross and upsell of all our products.
* Provide excellent customer service by going the extra mile.
* Have a great knowledge of the company, the products and services available.
* Have an in depth knowledge of the compliance procedures and following insurance protocol.
* Excellent organizational skills and multi-tasking skills
* Great communication skills ensuring that customers received my full attention when on the phone. That I clearly communicated feature and policy benefits and enable clients to come to a decision as to the best policy for their needs.
* Excellent attention to detail when filling out requests and excellent listening skills to give great customer satisfaction
* Ensured that the cleaning and care were up to standard throughout my work area.
* Ability to consistently reach and surpass previous targets set by my team lead.
* Able to work to a high standard by being flexible and taking on extra hours when needed.
* Excellent administration skills, answering phones, filling, faxing and ordering**.**

**Educational Details**

2015 – 2017 UCD Dublin

 MCL Master of Common Law

2013 – 2014 UCD Dublin.

 MA 2:1 History, American History

2010 – 2013 UCD Dublin

 BA 2:1 Arts, Joint major in English and History

**Additional Information**

* I have a full Irish driving licence for the past five years.
* I am proficient in Microsoft Word, Excel, PowerPoint and Spreadsheet.
* I have remarkable written and oral skills.
* I am very flexible and adaptable when faced with challenges.
* Experienced in forging strong client relationships and developing significant client base.
* Excellent communication, negotiation, persuasion and interpersonal skills- at all levels.
* Strong organisational, analytical and research capabilities.
* Proven ability to resolve problems effectively and efficiently.
* Ability to work under pressure and consistently meet targets and deadlines.

**Personal Interests**

* Interested in the Irish language and I did evening classes in Irish.
* Interested in English literature and historical writings.
* I enjoy the arts, I like going to museums, art galleries and theatres.
* Socialising and sampling the delights of various restaurants around Dublin.
* Participating in various societies such as the UCD historical society and the UCD English Literature society.
* I enjoy outdoor activities such as fishing, cycling and walking.

**References**

* References Available on Request