

Sinéad Howard

10 Belmont Ave, Ballinlough, Cork

086 7385775

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Education

Achieved passes in 5 FE-1 exams to date - Criminal Law, Property Law, Law of Contract, European Union Law and Law of Tort

University College Cork Postgraduate 2016 - 2018

- Graduated in October 2018 with a 2:1 LLB postgraduate Law Degree

University College Cork Undergraduate 2012 - 2015

- Graduated in October 2015 with a 2:1 Bachelor of Arts majoring in English with a minor in Psychology

Christ King Girls Secondary School 2006 - 2012

Employment History

Department of Employment Affairs & Social Protection: Intreo Centre Cobh

Temporary Clerical Officer March 2020 - Present

- Processing high volumes of Covid 19 Pandemic Unemployment Payment applications
- Dealing with claimant payment and application queries
- Assisting on the National Income Support Helpline
- Using various in-house databases and computer programmes to access confidential GDPR-compliant claimant information

Abtran

Customer Service Advisor December 2019 - February 2020

- Dealt with inbound queries relating to Electric Ireland customer accounts

GlobeTech Services

Data Analyst April 2019 - August 2019

- Provided feedback on data from a specific confidential client application
- Focused on transcription and analysis of voice recognition data
- Met daily targets in both productivity and accuracy

ReganWall Business Law Firm, Cork

Legal Intern September 2018 - February 2019

- Assisted firm's partners with transactional and corporate advisory work
- Prepared ancillary documentation and amendment of legal agreements
- Conducted research on company law/commercial law matters
- Assisted two companies in their Enterprise Ireland Competitive Start Fund investments, corresponding with both the clients and Enterprise Ireland's lawyers to meet the strict deadline for the drawdown of the first tranche investments
- Regularly liaised with the Companies Registration Office & Property Registration Authority

Department of Employment Affairs & Social Protection: Intreo Centre Cork

Temporary Clerical Officer June 2018 - September 2018

- Checked claimants' documents and sent out requests for further information
- Carried out means assessments based on the submitted information
- General administrative duties

Jump Juice Bars

Counter Assistant and Cashier (Various Stores) June 2010 - June 2018

- Prepared a range of fresh juices, smoothies, frozen yogurt and crepes
- Served customers and operated the cash register
- Earned a score of 98/100 in a mystery shopper evaluation

Bon Secours Hospital Cork

Summer Student/ Receptionist May 2017 - August 2017

- Worked as receptionist in the Diagnostic Imaging Department
- Interacted with consultants and GPs to deal with any urgent findings

Jump Juice Bars (Douglas Court)

Store Manager June 2015 - September 2016

- Responsible for the day-to-day running of the store along with all the above-mentioned duties
- Dealt with cash handling, accounts and payroll
- Trained new staff members in product preparation and HACCP regulations
- Delegated tasks to employees and organised the staff roster
- Met with HSE Health Inspector for examination of the premises

Skills and Qualities

- I am ambitious, hard-working and self-motivated
- I have experience working with LegalEvolve and adapt quickly to new computer programmes
- I am proficient in Microsoft Office
- I have extensive experience working in a fast-paced client-focused environment
- I have a full clean Irish driving license category B since April 2016

Interests

- I am currently enrolled in an Irish Sign Language course with Cork Deaf Association
- For the past ten years I have volunteered with the Oesophageal Cancer Fund on their annual Lollipop Day
- I enjoy calligraphy, reading and going to the gym

References available on request