

SOPHIE NORTON

CONTACT

086-3312091
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Dundalk, Co. Louth

SKILLS

Strong legal research ability
Detail-oriented & highly organised
Excellent communication skills
Client service focused
MS suite

EDUCATION

LLB - Bachelor of Law (2:1) Griffith College, Dublin

2016-2018

Law Society of Ireland FE1 Examinations

2020 - 2022

I have successfully passed all 8
FE1 examinations

LANGUAGES

English 
French 

PROFILE

Highly motivated and dedicated individual with a strong educational background in law and over 10 years of managerial experience seeking a professional legal apprenticeship to further develop practical legal skills and contribute to a reputable law firm. With a Bachelor of Laws (LL.B) degree and successful completion of the FE1 examinations, I possess a solid foundation in legal principles and a keen understanding of the legal landscape. My extensive managerial background has honed my leadership abilities, strategic thinking and organisational skills, which I am eager to apply in a legal setting. Committed to excellence, I am seeking a training contract that offers valuable hands-on experience, mentorship, and the opportunity to make a meaningful contribution to a law firm.

WORK EXPERIENCE

Customer Service & Complaints Manager

Oxygen Environmental 2012-present

- Demonstrated exceptional leadership skills by efficiently managing a team of 15 employees and overseeing daily operations to achieve organisational objectives
- Implemented strategic initiatives and streamlined processes resulting in improved efficiency and cost savings
- Developed and executed employee training programs, fostering a high-performing and motivated workforce
- Cultivated strong client relationships through excellent communication and customer service skills
- Provided support to HR and H&S departments by handling legal administrative tasks, including claims management, investigations, and coordinating with external partners such as insurers and solicitors
- Effectively resolved escalated complaints to prioritise customer retention and enhance overall satisfaction
- Collaborated with marketing and social media teams to establish a strong online presence and enhance the company's reputation on digital platforms