**Susan Kennedy**

*Tel:* 0861796002

*Email*: susanwillbe@gmail.com

**Personal Statement**

A Psychology graduate with a 2:1 honours degree from the National University Ireland Maynooth and postgraduate of Goldsmiths College, University of London. Highly motivated and experienced in customer care, with over ten years’ experience in customer service. Empathetic individual, with a thorough knowledge of all Microsoft Office programs, extensive experience liaising with clients and considerable voluntary experience in the areas of mental health, addiction and domestic violence.

**Education**

2014-2015 Goldsmiths, University of London

**MSc Foundations in Clinical Psychology and Health Services** *Merit (2:1)*

2010 - 2014 National University of Ireland, Maynooth

**BSc (Psychology)** *Higher Second Class Honour (2:1)*

**Voluntary Employment**

**(**Feb 2016 – Oct 2016) SOSAD Drogheda – **Risk** **Assessor**

**(**Feb 2015- July 2015) Blenheim North Hub - **DAART Volunteer (Drug and Alcohol Recovery Treatment Volunteer)**

(Nov 2014- May 2015) Reader Organisation, London - **Volunteer Research Assistant**

(Nov 2013 – June 2014)Helpline Training for Women’s Aid, Dublin - **Helpline Volunteer**

**Employment History**

Aug 2019 - Present Arthur Cox

**Legal Secretary**

* Dictaphone Typing;
* Producing legal/other documentation;
* Booking boardrooms;
* Sending correspondence on behalf of fee earner; and
* Filing.

June 2018- May 2019 National Treasury Management Agency - State Claims Agency

**Legal Administration – Clinical Indemnity Scheme**

* + - * Responsible for the management of interns on the CIS team;
      * Dictaphone Typing;
      * Provided Administrative support to Solicitors & Claim Managers;
      * Filing;
      * Retrieval and returning of files to/from archive;
      * Organisation of documents for Claims Manager e.g. Post, emails, etc;
      * Organised and maintained files and legal documents for claims;
      * Attended mediation and settlement meetings and producing attendance notes and memorandums of same; and
      * Maintained and updated online files (Softco) and NIMS claim.

Oct 2017- Present Tusla Child and Family Agency

**Clerical Officer Grade III – Cork Fostering Resource Unit**

* Updated and maintained Access database (foster carers/placement information);
* Retrieved monthly statistics from Access database;
* Provided information to potential/interested foster carers;
* Processed Garda Vetting applications;
* Retrieved all essential references for foster care applications;
* Responsible for the training of new staff members;
* Booking meeting rooms and calendar management;
* Provided statistics in relation to Garda Vetting of foster carers;
* Sent invites to training, information nights, team meetings; and
* Liaised with social workers in relation to the progress of foster carer applications.

Aug 2017 – Oct 2017 BDM Boylan Solicitors

**Receptionist/Legal Secretary**

* + - * Dictaphone typing;
      * Preparation of legal documents (Wills, contracts, etc.);
      * Management of meeting room calendars and solicitors appointments;
      * Addressed email/telephone queries;
      * Distributed post and deliveries;
      * Welcomed clients and associates; and
      * Answered calls and managed the switchboard.

July 2017 – August 2017 Mercer via Sigmar Recruitment

**Temporary Receptionist**

* Greeted clients and visitors;
* Organised daily mail/deliveries;
* Updated daily log of correspondence, etc; and
* Booked meeting rooms, taxis and couriers.

Oct 2016 – June 2017 Tusla Child and Family Agency

**Clerical Officer Grade III – Service User Experience Team**

* Supported complainants and staff throughout complaints process;
* Corresponded with complainants and staff via *Tellus*;
* Raised child welfare/protection concerns with duty social work teams;
* Inputted complaints and feedback to NIMS and complaint’s log;
* Liaised with various area offices in relation complaints i.e. Ombudsman, etc.
* Handled Verbal Complaints;
* Filed complaints appropriately in accordance with Data Protection protocol;
* Diary management and organisation of meetings (team meeting, briefings, etc.); and
* Collated complaint data from areas and NIMS.

April 2016- Aug 2016 Dunnes Stores - **Sales Assistant**

Nov 2014- Oct 2015 Madame Tussauds, London - **Retail Replenishment Host**

June 2013 – Sept 2014 Newgate Mace, Navan, Co. Meath- **Shop Assistant**

May-September 2012 Smugglers Inn, Waterville, Co. Kerry - **Waitress**

Seasonal 2007-2011 Westcove House, Castlecove, Co. Kerry - **General Assistant**

**References upon Request**