

SUSAN MACKEN

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Doorath, Kilmaine, Claremorris, Co. Mayo.

A passionate and hardworking Final Year Law & Business student from University of Galway. On track to achieve a First Class Honours, graduating in 2023. Self-motivated with copious hobbies and work experiences encompassing soft practical skills and legal strengths. Keen to secure a professional traineeship at Byrne Wallace for 2024/2025.

PROFESSIONAL EXPERIENCE

3rd Year Module: Employed as a Legal Intern - 9 Month Professional Work Placement: Philip Lee LLP, Corporate & Commercial Law Firm.

Corporate and Commercial - Mergers & Acquisitions, Intellectual Property and Data Protection

Conducted research in constitutional, statute, and common law. Authored articles surrounding EU Law. Drafted memorandums for Team Partners and Associates. Reviewed, and revised a wide range of legal documents for commercial transactions. Trained newly recruited interns as designated Team Buddy. Proactively participated in negotiation, maintaining client files and updated meeting minutes.

Litigation - Heath, Employment, Privacy and Data Protection

Followed practical legal procedures in a professional manner. Worked in a group setting filing, printing, organizing, and indexing books for court. Attended Central Office and High Court for relevant proceedings, redacted, proofed and cross-referenced books of evidence and corresponded with senior counsel. Provided memorandums to my team on areas of research and updated the department in a quarterly meeting.

Pro-Bono - Immigration, Sexual Offences

Assisted Pro-Bono Programmes Part-time with Irish Refugee Council.

EDUCATION

Bachelor of Law & Business BLB	NUI Galway	2019 – Present
Leaving Certificate	Yeats College, Galway	2018
Junior Certificate	Mount St Michael, Claremorris	2012

2nd Year Modules: Overall Average – 2.1 68.5% Average

Moot Court (75%), Company Law (75%) (64%), European Union Law (72%) (65%), Criminal Law (66%) (58%), Microeconomics (69%), Macroeconomics (64%), Employment Relations (69%), Management Accounting I (59%), Management (68%),

1st Year Modules: Deferred

Tort Law (68%), Constitutional Law (63%), Contract Law (64%), Management Accounting (52%), Business and Management Information Systems (40%), Financial Accounting (40%).

2017 – 2018: LC 1 Year Intensive - Yeats College, Galway

English (H2), History (H2), Maths (O2), Music (H3), German (H4), Irish (H4), Chemistry, Physics

SKILLS PROFILE

Leadership Skills: Illustrated strong advocacy skills as elected class representative for two years, navigating online learning for year group at the onset of the Covid-19 pandemic. Compiled shared database for lecture materials, Dependable as a confidant for those in isolation. Took responsibility to relay complaints to university administration. Confident in engaging with a team, ensuring voices are heard, unbiased in forming solutions and decision-making.

Teamwork Skills: Developed team management and cooperation talents through continual involvement in societal committees, sports clubs, group projects in university and in corporate office environments. Created a positive atmosphere using humor and enthusiasm. Successful relations achieved through delegating tasks evenly by identifying skill levels. Prioritized clear, logical objectives. Encouraged conflict management and gaining consensus on key issues through healthy communication lines between members and agreement on unanimous goals for an undertaking.

Communication Skills: Commended on TripAdvisor for exceptional interpersonal skills and outstanding customer service with members of the public. Excellent administration and telecommunication talents gained from multitasking general front of house duties with staff members. Strong research skills, above average attention to detail in numbers and ability to hyperfocus on promotive outcomes of written assignments and research statistics. Excellent use of clear and concise phrasing through debating techniques to achieve optimal understanding and overview of moot topics.

WORK EXPERIENCE

Front Desk Receptionist	Kingfisher Club, Sports Centre, National University of Ireland, Galway.	Sept. 2020 – Sept. 2021 Part-Full Time
Handled the sales financial transactions and reconciled the cash register at the end of each shift. Provided an elevated level of customer service, welcomed over 300 members daily in a pleasant manner. Managed membership queries and cancellations efficiently and escalated to management if necessary. Preserved a clean and safe environment for customers in compliance with Covid-19 Government guidelines. Became familiar with regular customers and how to accommodate reasonable requests.		
Farm Labourer & Relief Milker	Family Dairy Farm, Co. Mayo	June 2015 – Present Casual-Full Time
Operates milking equipment to milk 180 cows twice daily as required and ensure machinery is maintained. Is dependable to feed animals, administer medication, and provide adequate bedding when required. Works with family members, vets, and other farm hands, effective communication for health and safety on site and meeting sanitation requirements.		
Catwalk Model	Catwalk Modelling Agency, Galway/Dublin.	March 2017 – Present Casual
Advertising and displaying clothing lines and building professional relationships with clients, models, agents, and photographers in the fashion industry through friendly interactions and consistent appreciation. Participates in photoshoots and supports local Irish businesses in national fashion and trade shows. Works with team members to manage a social media campaign on Facebook and Instagram to increase branding, customer awareness and marketing for the agency.		
Christmas Retail Assistant	Vero Moda, Eyre Square Centre, Galway.	Nov. 2019 – Jan. 2020 Seasonal Contract
Supported the tracking and management of inventory to ensure adequate stock levels. Addressed customers' questions and resolving customer complaints in a professional and informed manner. Ensured the sales floor was well-maintained and strived to reach yearly sales targets at the till by communicating promotions and exclusive deals to customers. Assisted with overnight turnaround of new in-store format to ensure no impact to trading. Developed the competence and knowledge of the company and clothing items to ensure accurate information was provided to customers on material and sizing.		
Front Desk Receptionist	Maldron Hotel Sandyroad, Galway. 4*	Jan. 2019 – Nov. 2019 Full Time
Undertook front of house duties, including meeting, greeting, and attending to the needs of guests, to ensure a comfortable and pleasant stay. Kept up to date with rates and noteworthy discounts to offer incoming guests. Completed general office duties, including daily correspondence, emails, filing and switchboard, to ensure the smooth running of the reception area. Administered all routes of reservations to guarantee that bookings were completed, rooms readily allocated, and cancellations recorded accurately. Built a good rapport with all guests and resolved any complaints/issues quickly. Responsible for efficient accounts and guest billing processes. Handled the general petty cash system and float in a trustworthy manner.		
Christmas Retail Assistant	Pandora Jewelry, William St., Galway	Nov. 2018 – Jan. 2019 Seasonal Contract
Front Desk Receptionist, Switchboard Operator, Concierge	Ashford Castle Hotel, Cong, Co. Mayo. 5*	Jun. 2018 – Sept. 2018 Summer Contract

ACHIEVEMENTS

- Elected Class Representative of 2nd/3rd Year Law & Business, NUI Galway Students Union. (2020-22)
- Selected as EW European Institute - National Representative for Model European Union, Brussels (2020)
- 3rd Place (Finalist) in the Matheson / Tom O'Malley Moot Court Competition adjudicated by High Court Judge Tony O'Connor on the concept of consent following *R v. Lawrence* (2021).
- Events Manager of the newly established NUI Galway Law Review. (2020-22) Drafts articles and hosts discussions revolving evolution/revolution of Law, importance of student commentary with Harvard, Cambridge.

- Spent 6 weeks in **Mityana, Uganda, Africa** on an international humanitarian trip with friends teaching English and Business to Secondary School children through VSA. Fundraised €5,000 for school uniforms (2019).
- Allied Irish Banks (AIB) Build a Bank National Finalist specialising in Internet Banking (2017).
- Sold TY Mini-Company, Sports Clothing Range Zippies following Enterprise.ie Showcase for €7,000. (2016)
- Awarded 1st Place in TYPE National School of Physics/Maths Competition at Trinity College Dublin (2016)
- Student Council Member and Class Prefect (2012-2016)
- Full Clean Drivers Licence (2021)

INTERESTS/HOBBIES

Organisations Free Legal Advice Clinic Society at NUIG.
 European Law Students' Association.
 National Women's Council of Ireland.
 University of Galway Law Society (2019-22), selected for school trip to Prague (2020).

Music Classical Singing Grade IV Exam, Royal Irish Academy Music
 Piano Accompanist & Button Accordion Musician
 Singer - Sean Nos, Opera, Cathedral & Musical Theatre – Lead Roles Oliver, Sister Act
 Project Manager, NUIG Summer Virtual Music Festival (Dawn Chorus Initiative) (2020/21).
 Events Manager and Vice PRO, Website Designer; NUIG Choral Society (2019-2021).

Sports 9 AAI All Ireland Track & Field Championships in Long Distance & Cross-Country, Claremorris AC & Connacht Athletics Squad (2013 – 2018).

Volunteering COVID-19 Volunteer with St. Vincent de Paul Society, Claremorris, Co. Mayo (2020)
 Climbed Croagh Patrick raising €1,400 in aid of Mindspace Mental Health Mayo. (2020)
 Activist for housing rights and advertised protest events against 4% Student Rent Increase. (2020)
 Opening Performer NUIG Arts Ball; Relay for Life in aid of Irish Cancer Society (2019/2020).
 Piloted Valentine's Day 5km Fun Run event in Clare Lake, €2,000 in aid Mindspace (2017).

History Enjoys researching family history, watching historical documentaries, and reading about famous historical and political figures. Interested in current affairs.

REFEREES

Available on request