**Ms. Teniola Ayeni**

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**Education**

**University College Dublin Sep 2017 – May 2018**

**LLM Intellectual Property and Information Technology Law (Expected 1:1)**

**Current GPA – 3.65**

Modules:

Data Protection & Privacy Law, Patent Law, Digital Investigation Law, Media Regulation, Online Regulation and Trade Mark Law

Dissertation:

“A Comparative of the Current EU Data Protection Legal Framework to the General Data Protection Regulation: A Study of Cyber Security”

Activities:

Legal Services Society (Negotiating competition and legal aid to students)

Law Society (Mooting and Debating)

Literary and Historical Society

**Dublin Institute of Technology Sep 2013 – June 2017**

**B.Sc. (Honours) Business and Law (2:1)**

Modules:

Tort Law, Equity Law, Property Law, European Union Law, Constitutional Law, European Human Rights Law, Criminal Law, Company Law, Evidence Law, Global Strategic Management, Accounting, Economics and Marketing Communications.

Thesis:

“Conflict and its Resolution Methods: A Case Study of Tesco”

Activities:

Fashion Society (Lead Committee Member and Head Stylist for 2015 Show)

Law Society (Debating)

**Loreto College Aug 2008 – June 2013**

**Leaving Certificate (445 points)**

Senior Student Council Representative (won leadership award for commitment to the role)

Member of Student Council

Class Representative

Member of Arts Committee (designed displays for plays and graduation ceremony, designed the graduation yearbook cover)

Member of Catering Committee (helped the school cater for parent teacher meetings and events)

Member of Debs Committee

**Work Experience**

**Arnotts Department Stores Oct 2015 – Present**

**Sales Assistant**

* I oversee closing or opening for the brand weekly as a trusted and determined part-time sales assistant I am also verified to work for the brand at House of Fraser in Dundrum.
* I assist customers with their purchases and online orders and I am responsible for the overall performance of the store by driving sales at every opportunity.
* I handle cash and credit card transactions and verify my sales at the end of each shift.
* I ensure I continuously build my customer services skills by making sure that every customer receives an outstanding and exceptional level of service.
* I am responsible for unpacking, arranging and keeping products from deliveries organised in the stockroom.
* I have been praised by the area manager for increasing sales target by 119%.
* I demonstrate resilience and have an ability to upsell products, consistently meeting KPIs set for adding more value to sales.
* I have significantly improved my negotiation skills by regularly converting customers from point of enquiry to sale.

**Lifestyle Sports April 2015 – Jan 2017**

**Sales Assistant**

* Attended all training days provided by the organisation to continuously build my customer service and product knowledge skills.
* As a driven part time employee, I worked on the tills, in the shoe department and in the sports equipment section.
* I was responsible for till checking at the start and end of shifts.
* I was responsible for deliveries and making sure the assistant and head manager were aware of low stock.
* I demonstrated excellent customer service daily by assisting customers with queries and orders.

**Schuh June 2014 – Aug 2014**

**Sales Assistant (Summer Temp)**

Assisted customers and used the till and ordering systems and being friendly and engaging with children and their families was an important part of this role.

**Skills**

* **Communication:** Throughout my education and work experience I have developed strong oral and written communication skills. Working in group projects as also allowed me to develop my listening skills. I communicate with a variety of customers daily in my role at Arnotts.
* **Teamwork:** I am an active team member and always contribute to team ideas and discussions. I recognise it is important to work together as a collective. In college, I worked on with a diverse range of students. We overcame language and cultural differences to work effectively as a team.
* **Organisational:** The ability to balance numerous deadlines is key to me. Having a strong work ethic has allowed me to build my multitasking and time management skills.
* **Analytical and Research:** In college, I built a strong ability to analyse and review documents and articles quickly and efficiently. Researching for my assignments, thesis and dissertation has helped me improve my research techniques.
* **Innovative and Problem Solving:** Resolving customer queries or complaints in an important aspect of my role at Arnotts. I often take the initiative to resolve situations and ensure the best outcome for the customer.
* **Computer:** Component using Microsoft Word, PowerPoint, and Excel.

**Hobbies and Interests**

I enjoy reading fictional and factual books, reading newspapers, going to see musical shows and meeting new people. I love the thrill of traveling to different countries. Over the years I have travelled extensively. This has help me to adapt, observe and keep an open mind to different people, situations and cultures.

**Reference**

Available on request.