**ZOE LO**

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**SUMMARY**

A King’s Inns and UCD graduate looking for an opportunity to utilise my knowledge and skills in a legal work environment. Proven expertise in customer service and administrative work. Currently a FE1 candidate with the last sitting in October 2021.

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**EDUCATION**

May – Aug 21 Certificate in Foundations of Central Bank Law - **The International Monetary**

**Fund MOOCs by edX**

2018 – 2020 Diploma in Legal Studies - **The Honourable Society of King’s Inns**

2015 – 2018 Bachelor’s Degree - Joint major in Economics and Politics & International relations

**University College Dublin**

To 2015 Leaving Certificate - **Mean Scoil Mhuire Longfort**

**RECENT WORK EXPERIENCE**

July 2021 – Present **Social Media Account Executive – Accenture**

Uplift revenue by providing consultative advice to small and medium-sized businesses (SMBs) to help them grow their businesses across multiple channels - chat, email and phone.

* Manage a portfolio of SMB clients with responsibility for growing revenue.
* Take responsibility for helping SMB clients drive results via their marketing campaigns through consultation, education, and support.

Sept 19 – March 21 **Assistant Boutique Manager – Jo Malone London** **Arnotts**

Ensure staff deliver excellent service in accordance to brand’s mission statement.

* Set up KPIs objectives for staff and ensure they achieve their KPIs.
* Responsible for delivering weekly and monthly trade reports.

Feb – Sept 2019 **Auction Co-ordinator – BidX1 Dublin**

Point of contact for customers, banks and law firms. Liaise with solicitors regarding contract of sale. Organise private and open viewings.

2017 – 2019 **Stylist – Jo Malone London** **Arnotts**

Welcome and Personalize service for each customer. Deliver excellent customer service in accordance to the luxury brand image.

2017 -Sept 2019 **Cantonese Interpreter – Translation.ie**

Interpret in person for various clients such as Department of Employment Affairs and Social Protection, Department of Justice, HSE, to name a few.

2014 **Legal Intern - Karen M. Clabby Solicitors**

Summer placement in a small practice where I was able to sit in client meetings and review documents. Carried out general office administrations such as answering calls from clients and typing reports.

**OTHER SKILLS**

**Languages: Level:**

English & Cantonese Bilingual

Mandarin Chinese Intermediate

Spanish Basic

* Attention to detail
* Problem solving skills
* Organisational skills
* Time management
* Excellent interpersonal and communication skills
* Strong adaptability and hard working
* Ability to work efficiently in a pressurised environment
* Team player
* Proficient in general administrative skills such as Microsoft Excel, Microsoft Word and Microsoft PowerPoint

**ACHEIEVEMENTS AND INTERESTS**

* Jo Malone Arnotts won “Boutique of the Year” in the Europe region as the only store in Ireland and the UK to have reached the Christmas stretch target and overall excellent service KPIs – Jan 2020
* Bronze Gaisce Award – 2015
* Perfect Attendance award – 2015
* 2nd place in regional Credit Union art competition – 2014