Dear Sir/Madam,

I am writing to you with regard to your graduate programme. As you will see from my accompanying curriculum vitae, I have completed the LLB in Irish Law degree at Griffith College Cork where I graduated with a second class honours grade 2. I recently completed an LLM in International Commercial Law, achieving a second class honours grade one Masters degree. I am most interested in Intellectual Property Law and my thesis was based on trademark harmonisation.

I am currently employed by South Western as a supervisor in a customer service role and my main work experience lies in a customer focused environment. However, I have also previously worked in an office setting for Fáilte Ireland and in a retail environment for Lidl and Costcutter. Each of these roles has helped to develop my customer service and office skills, skills which I believe will be beneficial to me in my future career.

I was promoted to my current role after eleven months with the company. I manage a team of eight customer service agents. This role involves regular client interaction and daily monitoring of our call statistics and quality. While working for Fáilte Ireland in a front line position, I was involved in providing customer service to visitors and locals alike. Administrative work also featured in my duties, this mainly involved, filing reports, compiling statistics and liaising with other offices through telephone and email.

Carrying out the monthly banking procedures and reporting of same was also part of my responsibility. This element of the job improved my ability to meet deadlines and to liaise with other professionals within the organisation. The position with Fáilte Ireland often involved dealing with high volumes of people with varying demands. I was often alone during busy lunch hours but I felt that my ability to multi task helped me to handle this situation. These skills have also helped me to manage my time efficiently in my current role.

I am applying for this position as I am eager to further my career and to qualify as a Solicitor. I am most interested in training at your firm, as I feel that Byrne Wallace are the market leaders in commercial law and I want to train with the best. I also enjoy offering high levels of customer service to the public and I will bring many years of customer service experience to this role. These attributes along with my recent research in trademark law, will help me to contribute solidly to the company performance and to add value to the relevant department.

I look forward to hearing from you.

Yours sincerely,

Sarah Leahy