**Lea Murphy**

**lea-murphy@hotmail.co.uk**

**07464352206**

A highly motivated and dedicated individual seeking a rewarding full-time role.

**WORK EXPERIENCE**

**Administrative Officer – Intellectual Property Office**

March 2022 to June 2022

* Recording data on spreadsheets and on different electronic systems.
* Formulating letters and emails to applicants regarding updates to their registered trademarks.
* Preparing details reports on the accuracy of different records.

**Trade Mark Officer – Intellectual Property Office**

March 2021 to February 2022

* Making decisions on the success of trade mark applications in accordance with updated trade mark UK legislation.
* Writing and filing trade mark applications and responding to search and examination reports with the aim of getting a successful trade mark application for the client.
* Communicating with applicants regarding the application process.
* Explaining decisions to applicants regarding their trade mark application via email and telephone.
* Using the online database to ensure the accurate recording of new trade mark applications.

**Consumer Law Advisor – The Citizens Advice Bureau**

September 2020 to March 2021

* Providing an effective and efficient service to the public.
* Giving in depth advice on consumer law issues.
* Finding, interpreting and communicating the relevant information and exploring implications and options so that the client can come to an informed decision.
* Acting, where necessary, on behalf of the client, drafting letters, negotiating and making the appropriate referrals.
* Handling vulnerable customers and ensuring their needs are fully understood.
* Completing clear and accurate case records for Trading Standards.
* Liaising with numerous organisations to ensure the best possible advice for the particular client.

**Family Office Elite Magazine**

September 2017 to June 2020

* Communicating electronically and verbally with prospective clients regarding advertisement queries.
* Administrative duties including arranging meetings, handling partners schedules and recording meeting minutes.

**Claims Handler – Admiral Insurance**

May 2015 to June 2017

* The first point of contact for vulnerable customers dealing with a crisis.
* Implementing expertise and knowledge in insurance to weight the evidence and come to an informed decision on the facts about liability.
* Delivering excellent written communication and attention to detail to ensure the claims were filed correctly and went to the correct departments.
* Delivering outstanding oral communication skills by ensuring each customer understood the implications of their actions and the events.

**Waitress – The Celtic Manor Resort**

June 2014 to June 2016

* Greeted new customers, answered initial questions and took drink orders.
* Recorded orders and partnered with team members to serve food and beverages.
* Discussed alternative selections with chef for guests with food allergies or gluten-free requests.
* Facilitated prompt and accurate seating and service of all guests.
* Inquired about guest satisfaction, anticipated additional needs and happily fulfilled requests.
* Delivered exceptional, friendly and fast service.
* Answered phones politely and promptly while accurately recording and confirming reservations.

**EDUCATION**

**2022- current**

Writing law masters on the equality of Sharia Law in the United Kingdom

**2022**

**University of South Wales**

Legal Practice Course

Distinction

**2020**

**Cardiff University**

A bachelor’s Degree in Law

First Class Honours

Cardiff University

**2016**

A-levels – Biology, History, Geography

**2014**

GCSE’s – Maths, English, Double Science and more.

**VOLUNTEER WORK**

**Reunite Foundation**

September 2017- current

* Working with the foundation to help the elderly locate lost family members.