

CRISTINA COSTA

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Technically skilled and hardworking business administration professional with 15 years of experience in meeting and exceeding clients' expectations.

Reliable, honest and passionate for method and problem solving; has experience in dealing with confidential information and is adept in managing data and developing data bases and reporting solutions in MS Excel.

With proven track of improving procedures and increasing efficiency based on a high level of commitment and a meticulous and organised approach.

SKILLS & EXPERTISE

- Data management and analysis
- MS Excel and reporting
- Administration experience
- Organisation and planning
- Prioritising workloads
- Working at senior management level
- Strong communication and interpersonal skills
- Advising and mentoring colleagues
- Acting with integrity, tact and diplomacy

EXPERIENCE

Temporary Agency Assignment

06/2017 – 12/2017 Income & Tax Administrator – Pontoon Solutions at BNY Mellon

I was responsible for:

- Reconciling client positions to market data within specified deadlines;
- Researching & resolving queries from internal departments & client facing teams;
- Researching & resolving cash & stock reconciliation breaks.

Commercial Executive

07/2016 – 03/2017 Arqiva

Reporting to the Customer Executives Team Leader:

- Produced Facilities Charts for licenses;
- Processed applications ensuring all necessary information had been received;
- Created and issued offer letters;
- Processed purchase offers;
- Updated databases to reflect the status of the projects.

Administrator

02/2016 – 04/2016 Kuehne + Nagel

Reporting to the Contract Manager and supporting the HR department:

- Created and collating reports, stats and KPI's;
- Took notes for tactical operations meetings;
- Assisted with occupational health referrals' bookings;
- Requested employment references;
- Raised purchase orders.

Temporary Agency Assignments

11/2015 – 12/2015 Administrator - ASM Recruitment at Liverpool City Council

09/2015 – 10/2015 Administrator - Search Consultancy at TJ Morris

Completed two administrative assignments:

- Updated databases and checked files requesting for missing documents;
- Assisted with expenses and general administration duties.

Administrator

05/2014 – 07/ 2015 Knight Frank Finance

Responsible for supporting the Sales and Operations teams:

- Processed referrals' fees and approved them for payment;
- Checked and validated financial data for the month end process, including sales information, consultants' commissions and bank reconciliations;

- Developed MS Excel trackers to monitor and report on financial and management information;
- Logged clients applications and produced life insurance quotations for prospective clients;
- Coordinated and assisted meetings for the implementation of a new system;
- Ad hoc projects: Developed sales KPI's reports and a presentation for the directors' board.

Temporary Agency Assignments

11/2013 – 05/2014 Administrator - Office Angels at Daylesford, ECIA and Others

Successfully completed several assignments:

- Assisted with payroll for 340 employees, monitoring service charges and overtime data received from all our store departments;
- Recorded employee contractual information, drafted contracts and offer letters, processed references and created new starter packs;
- Completed a backlogging process for HR files and redesigned the employees MS Excel tracker;
- Inputted training records and allocated training logins;
- General administration and reception duties.

Customer Support Executive

05/2014 – 11/ 2014 Motortrak

Reporting to the Costumer Support Team Leader:

- Delivered 1st line support regarding to websites and managed all enquiries and issues to resolution;
- Worked closely with the technical and project teams to manage work requests in relation to client issues.

Receptionist

02/2013 – 04/ 2013 Tony Pestana Builders

Supporting the quotations department:

- Created client accounts and quotations in Sage;
- Checked suppliers invoices against delivery notes and approved them for payment;
- Developed and updated the works, quotations and sales meetings trackers, in MS Excel;
- Managed the quotation department's diary and maintained full reception control.

Recruitment Consultant

06/2012 – 01/ 2013 Bayfield Recruitment

Answering to the Recruitment Director:

- Matched candidates to job vacancies, ensuring they were sourced in line with client objectives;
- Registered and forwarded candidates to various positions through the use of client portals;
- Maintained the company's database, produced training manuals and monitored interviews and placements;
- Trained and mentored new employees, ensuring a smooth transition into the company.

Assistant

08/2010 – 07/ 2011 Easy Way

Assisting the Managing Partner and the Accounts and Quality departments:

- Redesigned and processes and procedures for operations and continuous improvement;
- Assisted with recruitment, screening CV's and booking interviews,
- Managed leads contacting potential clients and updating the CRM system;
- Supported the accounts department organising documents and reconciliations;
- Supervised health and safety matters regarding fire systems and medicine at work;
- Managed office supplies, expenses and petty cash;
- Responsible for reception duties and organising team meetings.

Office Manager

04/2009 – 07/ 2010 Uluru

Reporting to the Managing Partner:

- Managed rentals, prepared monthly accounts and administered the payroll;
- Controlled office supplies, expenses, petty cash, fire systems and medicine at work appointments;
- Responsible for reception and maintaining office systems.

Executive Assistant to the Chief Executive Officer

11/2007 – 02/2009 CMRSUL

Assisting the CEO, HR, Accounts and Quality departments:

- Arranged travel and prepared board meetings;
- Managed the library and updated the website;
- Drafted correspondence and formatted documents to ensuring compliance with ISO9001:2008 requirements;
- Classified and filed invoices and other accounting documents;
- Managed staff requests regarding office supplies and uniforms and controlled the staff birthday calendar;
- Assisted the clinical secretary with the weekend preparation process on her absence.

Commercial Assistant

04/2006 – 10/2007 Porta Grande

Reporting to the Managing Partners:

- Responsible for tracking, logging and analysing sales information;
- Accountable for reporting to clients, business and managing partners on a weekly and monthly basis;
- Developed MS Excel databases and sales reports ensuring data and metrics were relevant and added value;
- Supported payroll calculating commissions for our sales consultants based on the monthly sales information;
- Drafted offers to purchase and contracts, prepared sales packs and progressed sales to completion;
- Managed office suppliers, expenses and petty cash.

Assistant

01/2004 – 03/2006 Alentexpo
03/2001 – 12/2003 F.N.I.A.

Supporting the Marketing and Commercial departments:

- Created and maintained clients' databases in MS Excel;
- Assisted with the preparation of canvassing materials and prepared mail-outs;
- Raised invoices ensuring payment on a timely manner and maintained the debtors list;
- Logged and analysed data from the events' feedback forms;
- Maintained full reception control and supported the events' secretariats.

EDUCATION & QUALIFICATIONS

Bachelor Honours Degree in Business Administration

2008 – 2012 Universidade do Algarve

INDEPENDENT COURSEWORK

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| • Full Stack Web Development (Studying) | • ECDL (European Computer Driving License) |
| • Lean Six Sigma – Black Belt | • Team Management and Motivation |
| • MS Excel 2003 professional & MS Excel Master Package 2003-2010 | • Quality Management |
| | • Quality in Clients Treatment |

ADDITIONAL INFORMATION

Language Skills: Fluency in Portuguese and English and proficiency in French and Spanish

Interests: Swimming, Reading and Outdoors

REFERENCES AVAILABLE ON REQUEST