**FOZIA SULTANA**

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**PROFILE**

An experienced Board level Personal Assistant with skills developed in a large corporate environment. A team player who is able to effectively and professionally communicate across all levels, with both internal and external stakeholders. Confident in working within a high pressure environment, team focused, patient, reliable and conscientious.

**KEY SKILLS:**

* Strong organisation and planning skills
* Highly experience in executive travel coordination, planning and executing extensive overseas travel, with complex multi-destination itineraries
* Complex and fast-paced diary management for board level executives
* Confident and assertive communicator
* Skilled in handling confidential and sensitive information
* Delivery of excellent customer care and service
* Use of Microsoft Office software and various other IT packages and systems
* An ability to work on own initiative and within a team
* Delivers multiple tasks to meet tight deadlines
* Knowledge of contract management and experience of ISO

**COMPUTER SKILLS:**

* Excellent skills using MS Office Word, PowerPoint, Visio and Excel. Sage x3, SAP and SharePoint.
* Fully competent using the Internet and Outlook accessing inbox and managing calendars
* Other bespoke corporate systemsdnce, for example travel reservation, room bookings systems

**CAREER SUMMARY**

**Extra Energy Ltd - June 2017 – Current (ceased trading 21 November 2018 business currently winding down)**

**Personal Assistant to Group HR Director & Chief Information Officer**

**PA to Senior Leadership Team + Group Executives**

Responsible for providing detailed diary management, travel coordination and full administrative support to the Group HR Director, CIO and Senior Leadership Team of Extra Energy.

A busy and fast-paced role with a high level of responsibility.

* Diary Management - Coordination of day today schedules, meeting arrangements with both internal and external stakeholders, preparing agendas, sourcing venues and extensive complex travel planning and coordination. Extra Energy has offices in Germany and Cyprus and my executives travel extensively between these locations.
* Fully responsible for the preparation of travel itineraries and the booking of all flights, transfers and accommodation.
* Administrative Duties - Support the Executive Board with the preparation of business presentations for board meetings.
* Managing Visitors - Responsible for greeting visitors and connecting them with the correct department/individuals.
* Sage x3 – Create Purchase Orders against business code. Receipting purchase orders when goods have been delivered.
* Manage travels expenses inputting and processing for Executives.
* Reconcile and enter financial information onto Excel Spreadsheet against credit cards used.
* General office duties, photocopying, copy typing letters. Open post daily and distribute to teams.
* Working closely with the PA to CEO and Executive Assistant team – providing ad hoc support to the PA to CEO and covering absence and leave across the team. Flexible working adhoc evening and weekends.

**30 January 2017 – 28th April 2017**

**First Personnel Agency**

**PA to Highways Executive Team - Amey Highways (3 month fixed term contract) –** Amey services are Engineering, Facilities, Utilities, Transport, Environmental, Defence and Justice.

* PA and diary management for FD, Business Director (Street Lighting) and Technical Excellence Director (Highways)
* Administrative support to other members of Highways Executive Services team
* Travel and accommodation arrangements including travel itineraries
* Collation of reports (monthly & quarterly) from Directors, chasing relevant information
* Preparation of presentations using PowerPoint
* Liaising with external contacts
* Maintaining filing systems both physically and electronically
* Arranging meetings and diary management and Ad hoc administration duties

**December 2016 – 27 January 2017**

**Elite Personnel Agency**

**PA to Executive Support - Pioneer Group (8 weeks fixed term contract) -** There are three Group Members: Castle Vale Community Housing Association, Compass Support and Stockland Green Opportunity Housing and Training.

* Provided a proactive administration support and PA service to the Chief Executive and Senior Management Team (SMT).
* Liaise with tenants and external organisations to process Right to Buy and Right to Acquire applications within relevant timescales.
* Co-ordinate the ordering of stationery, print supplies and staff uniform within budget limits and ensuring value for money.
* Ensure that the team works together to provide an effective, customer focussed service to internal and external stakeholders.
* Welcome visitors and arrange refreshments as required.
* Manage the Group train and taxi account and arrange travel bookings for staff.
* Provide support to the Central Services teams where required. Deliver any other duties as required to provide effective Executive Services.

**November 2016**

**Brook Street Agency:**

* **Regus – PA Support to Manager -** provide serviced offices, virtual offices, meeting rooms, and videoconferencing to clients on a contract basis.

***ECORYS UK (ECOTEC) LTD***

**May 1995 – October 2016 (22 years)**

Ecorys is an international provider of research, consulting and management services focused on the development, delivery and evaluation of public policy with three UK offices employing 200 employees. Matrix organisation and Business Units include Policy and Research, Technical Assistance, International Development and Corporate functions.

Roles included:

**PA to Managing Director Finance Director HR Manager and managing reception, Management Services.**

* PA and administrative support to the ECUK Managing Director
* PA and diary management for FD, HRM and other members of Management Services team
* Provide administrative support to ECUK Boards and Boards of its subsidiaries
* Management and administrator oversight of corporate travel booking system
* Administrative support for the Quality Manager in respect of ISO accreditations and files
* Administrative support to ECOTEC SIP trustees and finance team in respect of shareholding and trading
* Management of two receptionists
* Assisting with the Health and Safety requirements of the business
* Collating company information and materials for proposals including obtaining statements of exclusivity from potential experts submitted into proposals.
* Organising workshops / meetings / conferences/ seminars, including refreshments and IT arrangements

**Human Resources**

* Assisting HR team with the administration of the recruitment process
* Ensuring on-boarding processes were in place and documentation was issued in a timely manner
* Liaising with external training providers to ensure that training requirements were met and that courses were well attended
* Management of reception staff

**PA/Administrator**

PA /Administrator to Company Director and two Associate Directors, providing support as necessary to other Senior Consultants in the Social Policy Division (including internal department transfer to Policy and Research Division, in the same role). Additional responsibilities included: Tracking contracts and proposals and updating contract files in line with ISO. Updating invoicing schedule.

Group PA / Secretary to two Directors and two Associate Directors, providing support as necessary to other Senior Consultants in the Housing Division. Responsibilities included:

* Providing administrative and secretarial support to the Group (24 employees)
* Managing the production of reports and proposals working to strict deadlines
* Management of all National and International travel arrangements
* Event planning and organisation - external and internal meetings and conference arrangements; including liaison with Government Departments, Local Authorities, The European Commission and Public Sector Bodies, as required
* Diary management for the Group
* Maintaining filing systems, both computer and paper based, of contract data – ISO standards
* Assisting Consultants by arranging Focus Groups and seminars for contract work
* Undertaking induction sessions for all new members of staff

***West Midlands Regional Health Authority***

**1990 - 1995**

**PA / Training Department**

* Maintaining Training Department Diary
* Typing correspondence, course programmes, course literature
* Liaison with printing stores re supplies of literature
* Database maintenance for Training Department budget

**PA/Secretary to Consultant Physician (Public Health Medicine) and Public Health Administrator**

* Secretarial and clerical support to Consultant and PHA
* Dealing with standard routine correspondence
* Project work in respect of SIFTR Contracts (Service Increment for Teaching & Research)
* Liaison with other Health Authorities, Trusts, Universities etc.
* Arranging meetings - internal and external
* Providing sickness and holiday cover for other departmental PA/secretaries when necessary

***MTM (Midlands) Limited (Building and Maintenance Engineers)***

**1988 - 1989**

Receptionist / Telephonist / Typist. Duties included:

* Typing correspondence, memos, quotations and invoices
* Operating busy switchboard (Kinsman system)
* Greeting visitors
* Monitoring internal and external post

***P V Wall & Sons Limited (Plumbers and Central Heating Engineers)***

**1986 - 1988**

Clerical Assistant. Duties included:

* Typing correspondence, quotations, memos, schedules, statements, invoices
* Checking invoices and timesheet; extending estimates; Switchboard operator & reception duties

**QUALIFICATIONS:**

RSA Core Text Processing Skills, RSA Stage I Typewriting and Shorthand

Various other internal courses completed including Health and Safety, ISO & line management training

**REFERENCES ON REQUEST**