

Alexandra Ionescu

Contact details

ionescuea@yahoo.com

<https://www.linkedin.com/in/alexandra-ionescu/>

<https://github.com/ionescuea>

07403 250 266

Plymouth, UK

Technical Skills

- **HTML5**
- **CSS**
- **UX/Bootstrap**
- **JavaScript**
- **jQuery**
- **ES6 & Node.js**
- **React**

Skills

- Teamwork
- Problem-solving
- Adaptability
- Ability to work independently
- Time and task management
- Self-motivation
- Attention to detail

Professional profile

Dedicated professional with a track record of achieving outstanding results through exceptional organizational skills, proactive problem-solving, and effective communication. Committed to continuous learning and self-development, I thrive in dynamic environments where I can drive success and surpass expectations.

Projects

Project Name | Link to GitHub | Link to Deployed Project [always write out link address]

Short summary of project (1-2 lines)

Your core responsibilities in project (1-2 lines)

Tools / languages used

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Your core responsibilities in project (1-2 lines)

Tools / languages used

Professional Achievements

Virtual PA, Business Support Services

Branda Services T/A Smart PA, Worldwide, 2020 – 2023

- Streamlined back-office operations, leading to a 20% increase in efficiency in email management, call handling, and diary management.
- Elevated data entry processes, ensuring 99% data accuracy and improved CRM support.
- Spearheaded research initiatives, delivering valuable insights that directly influenced decision-making for clients.
- Orchestrated seamless travel arrangements, resulting in enhanced client satisfaction and loyalty.

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Administration Coordinator – Property Search Group Plymouth, UK, 2016 - 2018

- Optimized the service delivery process, reducing turnaround time for residential and commercial searches by 25%.
- Fostered positive stakeholder relationships with Local Authorities, improving collaboration and client satisfaction.
- Implemented a new appointment booking system, reducing errors by 30% and increasing efficiency.
- Trained and mentored team members, contributing to a 15% boost in productivity.
- Resolved customer queries with professionalism, resulting in a 20% decrease in escalations.
- Implemented billing and invoicing best practices, reducing late payments by 15%.

Volunteer Teaching Assistant Open Doors International Language School Plymouth, UK, 2016 (May – July)

- Provided crucial support to adult students in the ESOL program, resulting in a 15% improvement in student performance.
- Assisted students with comprehension challenges, leading to a 10% increase in task completion.

Manual Data Entry Keyer Royal Mail, Plymouth, UK, 2015 – 2016; 2019 – 2020

- Maintained a 99.9% accuracy rate in manually keying information, ensuring the smooth operation of automated mail sorting systems.

Education

- **Front-end Web Development** Bootcamp Certificate: eDX
- **MSc Management**, Plymouth University, United Kingdom
- **BTEC IT Level 3**, City College Plymouth, United Kingdom
- **BSc Psychology**, "Spiru Haret" University, Bucharest, Romania

Professional Certifications

- GDPR Certification
- Cyber Security Training
- Executive Secretarial, Admin and PA Diploma (Level 3)
- Payroll Diploma

Languages

- English: Fluent
- Romanian: Native