

# Alexandra Ionescu

## Contact details

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[alexandra-e-ionescu](#)

07403 250 266

Plymouth, UK

## Tools and Technologies

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

## 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.

## Professional Achievements

### ***Virtual PA, Business Support Services***

#### ***Branda Services T/A Smart PA, Worldwide***

- 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.

### ***Administration Coordinator – Property Search Group Plymouth, UK***

- 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***

- 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***

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

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## **Assistant Manager**

### ***Xdatasoft, Piatra Neamt, Romania***

- Implemented a more efficient revenue reporting system, reducing report generation time by 20%.
- Enhanced cash collection and depositing procedures, reducing errors and improving financial accuracy.
- Achieved a 15% increase in customer satisfaction through responsive customer service and effective complaint resolution.

## **Computer Operator**

### ***G&G Consulting, Piatra Neamt, Romania***

- Ensured the impeccable quality of government publications through rigorous content checks and corrections.

## **Bookkeeper**

### ***Incont, Piatra Neamt, Romania***

- Successfully managed bookkeeping for five small companies, maintaining accurate financial records.

## **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

## **Computer Skills**

- Microsoft Office
- Google Suite

## **Other**

- Full driving licence