

Samantha Cramer



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Experience

NOVEMBER 2018 – APRIL 2022

Executive Assistant / CA Immobilien Anlagen AG,
Vienna, Austria

Tasks and responsibilities:

- The primary responsibility of supporting the CIO and the executive team
- Optimise internal processes, policies, and developing the internal filing systems
- Managing communication between the managing director, employees and external partners
- Extensive calendar management and complex scheduling
- Travel management
- Travel administration training of new employees
- Implementation and testing of the new travel system
- Invoicing and general administrative office support
- Planning and organising of internal and external events
- Handling of confidential documents
- Analytical thinking and problem solving

FEBRUARY 2015 – AUGUST 2018

Office Administrator / Haus der Steuerberater,
Düsseldorf, Germany

Tasks and responsibilities:

- Planning, organising and coordinating:
 - Tax Clerk Examinations - written and oral
 - Graduation ceremonies

- Teachers training seminar and Datev software training courses
- Processing and maintaining the database for Vocational re-trainees
- Manage the online job advertisement page
- Accounts and invoices
- Compiling statistics
- Written correspondence, telephone and e-mail enquiries
- General office administrative responsibilities

JUNE 2014 – DECEMBER 2014

Country Development South Africa / trivago N.V., Düsseldorf, Germany

Tasks and responsibilities:

- Adapting website content to the South African market
- Analysing the tourism market, booking patterns and price developments
- Content management
- Compiling statistical reports
- Strategic testing of the website
- Work closely with other departments to produce a successful and localised website

Education

GRADUATED DECEMBER 2006

High School Diploma / Edenvale High School, Johannesburg, South Africa

*University entrance with merit

GRADUATED APRIL 2010

International Travel Management Diploma / Varsity College Sandton, Johannesburg, South Africa

*With distinction

Awards, Certifications and Training

Awards:

Award of Excellence for Outstanding Customer Service and Highest Sales

Avis Guru Incentive (October 2011)

Top Student Award 2009
Varsity College Sandton

Certifications and training:

- **Galileo**
November 2009
Full reservations course
 - **Worldspan Conversion Course:**
8 March 2010 – 10 March 2010
 - **MS Office Refresher Course**
March 2016
 - **SBB Scholarship Training**
15 March 2018
8 May 2018
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Languages

English: **Native**

German: **Fluent**

Afrikaans: **Fluent**