




CONTACT

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SKILLS

- Diary & inbox management.
Managing Partner expectations
- Travel coordination, meeting booking, minute-taking
- Process and Quality Improvements
- Data, project scheduling, management & database administration
- Live event production, training & management
- Advanced Microsoft Office including Excel, PowerPoint & Microsoft Forms
- Talent acquisition
- Onboarding & Offboarding
- Performance, key relationship, stakeholder & team management
- Administrative Operations
- Office management
- Workday & Insite Champion
- Partner and Director scheduling and calendar management
- Policy review & development
- File selection process management
- Operations management
- Reporting writing and documentation
- Workflow planning
- Policy and procedure modification
- Project management
- Confidentiality
- Attention to detail

Maureen Kamugisha

PROFESSIONAL SUMMARY

Accomplished Personal Assistant & Audit Quality Administrator focused on providing extensive diary management to Senior Partners, ensuring seamless operational efficiency, and supporting cross-functional teams to increase stakeholder satisfaction through quality process improvements and extensive project management. Expertise in complex diary management, coordinating international travel arrangements, and handling confidential correspondence with discretion. Highly dependable, ethical and reliable specialist that blends advanced organisational, technical and business acumen, accustomed to working in fast-paced environments. Relying on excellent interpersonal skills and solid expertise in stakeholder relations, sophisticated in communicating and collaborating effectively, with exceptional knowledge of developing strategic plans for service excellence. Recognised for motivating management of team members to achieve their goals and fostering innovative work environments. A resourceful problem-solver who thrives on being the reliable cornerstone that executives depend on to manage their busy schedules and keep their dairy affairs in order.

WORK HISTORY

Personal Assistant / Operations Administrator 01/2023 - Current
BDO LLP

- Personal Assistant to the Senior Partner of Root Cause Analysis team (RCA), Director of Quality Review & Support Team (QRST), and Director of Centre of Excellence (CoE).
- Delivering extensive administrative support to RCA team, including managing schedules, coordinating meetings, and safeguarding confidential information with discretion and professionalism.
- Managing complex diaries and coordinating meetings for senior audit partners, often liaising with high-profile clients and stakeholders. Ensuring prompt and efficient communication while proactively anticipating Partners' requirements.
- **Administration:** Elevating administrative support across multiple teams of 6-12 members, streamlining calendars, overseeing shared inboxes and preparing reports, resulting in a 25% increase in departmental efficiency, ensuring adherence to quality standards and regulatory compliance.
- Organising and maintaining audit documentation, including preparing and reviewing reports to ensure accuracy and completeness.
- Implementing and maintaining administrative processes to enhance efficiency within the audit team.
- Formulating procedures and establishing communication channels for the Audit Quality Improvement Teams, ensuring all Directors, Senior Managers, and team members are well-organised and adhere to agreed protocols, thereby amplifying the teams' overall effectiveness.
- **Marketing and Communications:** Managing both external and internal communications through LinkedIn and Viva Engage, effectively promoting internal recruitment opportunities and fostering engagement to embody BDO's culture and attract fresh talent. Crafting marketing materials to spotlight internal events and forthcoming positions.
- **Project Management:** Developing, managing and supervising project tracking databases to maintain updated records and accuracy, tracking progress of key

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EDUCATION

Bachelor of Arts: Law (LLB), 10/2016 – 06/2019

University of Surrey – Honours

GPA: 2:2, Awarded 1st Class in Following Modules:

Jurisprudence I

Criminal Justice

Domestic Violence and the Law

A-Levels, 09/2014 – 06/2016

St Saviour's and St Olave's 6th Form – AAB

Awarded three A levels in the following:

- English Literature A
- Sociology A
- Religious Studies B

GCSEs, 09/2009 – 07/2016

St Saviour's & Olave's School

Awarded 3 A*'s, 5 A's (including Maths, English and Science) and 2 B's

projects resulting in a 15% increase in project completion rates and improved communication among team members.

- Operations:** Organising internal departmental meetings across the entire AQD, preparing and distributing appropriate material to active participants.
- Producing policy documentation, editing Insite content, Operations management and Workday reporting.
- Onboarding:** Assisting with onboarding and training of new employees, resulting in a 20% reduction in ramp-up time and increased productivity.

Key Accomplishments:

- Nominated Insite and Workday Champion within first 6 months of joining BDO.
- Awarded three Instant Spotlight Awards for consistently improving quality of data and providing exceptional project management and administrative support to all teams within the Audit Quality Improvement Team. This recognition highlights the success of the implemented procedures and communication channels, leading to more efficient and effective project management.
- Coached and trained administrative staff to fulfil tasks and projects. Delivered new hire training and mentoring established staff on processes and procedures.

Employment Advisor 08/2021 – 12/2022

Reed In Partnership

- Provided professional consulting services to individuals on career and health-related issues, identifying their needs and goals to deliver tailored solutions.
- Coached and developed welfare to work referrals from Job Centre Plus (JCP), transforming their financial and personal circumstances from reliance on benefits to full financial independence.
- Acted as employability champion, providing information, advice, and guidance (IAG) throughout each participant's journey, from introduction to transformation, progress, preparation, success, and completion of outcomes.
- Facilitated and signposted all provision entitled to each participant as outlined by government guidelines.
- Coordinated, taught, and mentored employability sessions focusing on soft and hard skills such as developing high-level standard CV, effective job searching, interview structure, and technique, as well as mock 'live' interviews.
- Conducted detailed market research, staying up-to-date with current industry laws and regulations to provide accurate and relevant advice.
- Provided advice, guidance, and support for participants during their initial weeks of employment, supporting their transition from welfare to employment to maximise their potential to sustain employment long-term.
- Monitored, analysed, and made accurate predictions from trends and data on Orion and BI Reports to drive continuous quality improvements.
- Maintained outstanding attention to detail, ensuring accurate documentation and tracking of each participant's journey.

Key Accomplishments:

- Increased participant satisfaction from 87% to 98% within 5 months.
- Consistently maintaining over 80% referral to conversion rates.
- Consistently hit monthly target of 8+ job entries, first notifications and job outcomes.
- Keeping up with KPI requirements and expectations – Meeting and exceeding personal targets and deadlines set by managers.

Assistant Team Leader 03/2022 – 12/2022

Reed In Partnership

Promoted to Assistant Team Leader within 6 months for exceptional organisational skills, exceeding KPIs by 70%, and consistently recognised for top performance among

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a team of 15.

- Assisted with line management of a team of careers consultants, including professional development review and appraisal, performance management, and team development.
- Identified potential clients, built and maintained relationships with business partners, recruitment managers, and program coordinators.
- Executed multiple administrative tasks to support advisors in delivering high-quality services that exceed the expectations of participants with a range of abilities and support needs. Supporting advisors to deliver high quality services that exceed expectations of participants with range of abilities and support needs.
- Supported staff in designing appropriate vocational training activities to enhance employment opportunities for participants.
- Conducted regular and accurate skills profiling.
- Conducted regular file checks, observations, and performance analysis reviews to identify areas of improvement within the team and set necessary actions to achieve monthly KPI targets.
- Deputised in the absence of the Business Manager.

Resourcing Administrator CloudStratex

02/2021 - 07/2021

Aligned Talent Academy Recruitment and Resourcing processes for a Technology Firm, reporting changes and improvements within resourcing and effectively communicating with practice leads.

- Identified areas for improvement in resourcing and onboarding processes and worked with Finance and Operations to streamline the process.
- Reviewed and updated existing policies, created and published new policies and procedures to enhance work productivity, recruitment, hiring processes and talent management.
- Managed the entire onboarding process of new hires, liaising with operations to ensure a smooth transition into work.
- Sent weekly target hire and resourcing reports to Senior Management to report on hiring progress, contract ends, escalations, resources for upcoming projects, high priority open vacancies, onboarding and offboarding progress, contract vs assignment end mismatches and week ending numbers to help Finance with forecasting.
- Management of Associate Network and entire resourcing process within Infrastructure and Applications Practice - identifying resource requirements liaising with Practice leads to identify candidate suitability.
- Managed Associate Network and entire resourcing process within Infrastructure and Applications Practice - identifying resource requirements and liaising with Practice leads to identify candidate suitability.
- Designed and collated content for Associate Newsletter sent out to Associate Network monthly.

Key Accomplishments:

- Conducted thorough reviews of operations to devise and deploy improvement strategies such as documentation of resourcing processes on SKORE using process mapping and development of procedures and systems manuals.
- Reviewed internal systems and organised training plans to address areas in need of improvement.