

# FIDELIA ASHINZE

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## PROFESSIONAL SUMMARY

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Highly organised and efficient administrative professional with 7 years experience in managing projects, tasks and initiatives. Proven track record of increasing productivity and reducing administrative errors. Skilled in providing high-level administrative support to executives ,managers and staff, contributing to the company's overall performance.

## CORE SKILLS

- ☐ Organizational skills
- ☐ Administrative operations
- ☐ Interpersonal communication
- ☐ Event planning skills
- ☐ Stakeholder management
- ☐ Perform well in high-demand, fast-paced environment
- ☐ Ability to multi task, prioritize and manage high volume of work
- ☐ Microsoft office suite

## EMPLOYMENT HISTORY

**Gap Year**                      **Feb 2023 – Present**

### **Career break for maternity leave**

- An extended period of maternity leave to bring up my daughter until she was old enough.
- Pursued certifications through remote learning in project management and self advancement training/ courses , gaining self-management skills and strong ability to focus.

### **Smile Education Agency**

**Administrative Assistant at Brookfields primary school Birmingham Sept 2022- Jan 2023** Key

#### Responsibilities:

- Supporting pupils and staff with their enquiries to the School Office, following up on any actions as required.
- Answering incoming telephone calls taking appropriate action to ensure the callers needs are met or queries answered.
- Undertaking the daily pupil attendance records and liaise with teachers and tutor concerning any missing pupils.

- Providing general clerical/administrative support to staff and colleagues.
- Updating the pupil management system – ARBOR, and pupil files/records.
- Operating relevant IT systems such as Google Suite eg sheets, docs, slides.

#### **Smile Education Agency**

**May 2022- July 2022**

#### **Administrative Assistant at Moseley church of England School Birmingham Key**

##### **Responsibilities:**

- Managing a wide range of day- to-day administrative tasks, including scheduling and organising meetings between the head teacher and parents.
- Maintaining the filing system.
- Maintaining detailed administrative and procedural processes ,improving accuracy and efficiency.
- Utilising Microsoft office tools and office MIS system (CMIS) to reconcile students/parents accounts,compile precise and comprehensive payment records.
- Creating databases and spreadsheets to improve help with reports, produced reports for the school and local government,manually and from the school MIS (CMIS).
- Managing student records, activities using the school MIS (CMIS).
- Providing administrative support for SENCO.

#### **SMILE EDUCATION RECRUITMENT**

**January 2022- April 2022**

#### **Administrative Assistant and SEND family Liaison Officer ( Tudor Grange Academy Solihull)**

##### **Key Responsibilities:**

- Comply with and assist with the implementation of policies,procedures reacting to a student's protection, health, safety, security and confidentiality .
- In addition to communicating within the school setting (staff, governors, pupils and parents), i liaise with other institutions, external agencies and local authorities.
- Created tracking sheets for SEND office, that increased efficiency by providing immediate solutions to concerns of parents .
- Scheduling of general school meetings for parents, private meetings with college leaders, via MIS
- Using office MIS to record analyse and report on behavioural incidents that take place.
- Responsible for the school's MIS (BROMCOM), data entry and management, involved in the collation and entry of data relating to various areas of school /students activity.
- Using data held within the MIS in the preparation of reports and statistics, within the school and externally (e.g. submitting reports or statistical information to local authorities).

#### **Vertiline Synergy Limited**

**July 2018 - September 2021**

#### **Personal Assistant to the CEO Key Responsibilities:**

- Provide vital support to the CEO, managing complex schedules, coordinating high-profile events, and serving as a liaison between departments.
- Oversee the CEO's calendar, ensuring efficient time management and meeting prioritisation .

- Coordinate office events, including staff meetings, staff orientations, and official corporate ceremonies.
- Prepare documentation, presentations, and correspondence for the CEO
- Facilitate communication between the CEO and the company's various departments.
- Coordinating scheduled meetings and appointments
- Handling client and staff complaints and ensured the provision of appropriate resolutions within the stipulated time limits

#### **Key Achievements**

- Implemented a digital scheduling system, improving meeting organisation and reducing scheduling conflicts by 40%.
- Coordinated a successful business summit in 2020 attended by over 3,000 participants.

#### **Experizon Advisory**

**January 2016 – May 2018**

##### **Senior Administrator/Personal Assistant Key Responsibilities:**

- Acting as first point of contact between clients and senior managers
- Take initiative in providing relevant data, information, back-up support materials to assist senior managers with day to day operations
- Created the template for marketing materials to prospective faculty that continues to be used as principal information document for recruitment.
- Maintained attendance and scheduled vacation days for 30 salaried employees using Excel
- Supported Senior Vice President, managers and supervisors meeting deadlines, managed clients visits and organised employee recognition events which improved admin efficiency by 15%
- Maintained the CEO's calendar-scheduled appointments, and planned and organised meetings, teleconferences and travel.

#### **College of Education, Ebonyi State**

##### **Administrative Assistant**

**November 2014 – October 2015 Key**

##### **Responsibilities:**

- Managing office operations
- Coordinated with senior staff in preparing agendas for meetings
- Compiled various reports relating to a range of confidential and sensitive issues
- Scheduling of meetings
- Assisted in computer based programs (MS Word, Office)
- General administration.

#### **Education/Certification**

##### **B.sc Economics**

Madonna University Okija, Nigeria

2008 - 2014

**Senior Secondary School Certificate**

Queen's College

2002 – 2008

**Safe Guarding and Prevent Course**

Smile Education- Cpd Certified

January 2022

Project management/Business analysis training

January 2023

PRINCE2 Foundation

December 2023

PRINCE2 Practitioner

In view

**Referees**

To be provided upon request