

Madeline Michelle Irving

Email – maddie1360@hotmail.com

Telephone Number: 07484131137

PROFESSIONAL PROFILE

I am an extremely creative and open-minded individual who can think outside the box while still taking initiative and making a meaningful impact on any job I take on. I have a unique set of skills and knowledge and experience that makes me well-suited for any position. These qualities have enabled me to be successful in problem solving and decision making. I have over 20 years' experience working as a Personal Assistant/Executive Assistant mostly in the Legal Sector. I am an adaptive person and well organised. I am looking for a challenging role that will continue to improve my skills.

Circular1 Health

09/2020 to date

Client Services Supervisor/Office Manager

- Supervising and leading the day-to-day operations of the administrative department/centre staff.
- Training, and evaluating employees and taking corrective action when necessary, developing, reviewing, and improving administrative systems, policies, and procedures.
- Consulting with clients, staff, and laboratory
- Preparing daily reports for company and clients
- Assisting with data entry when needed inputting data in to excel spreadsheets and CRM systems.
- Assisting in Business Operations and Administrative Tasks
- Meeting with clients and Stakeholders
- Managing a Team of Data Entry Operators and Customer and Client Services operators
- Problem Solving
- Personal Assistant duties to CEO and directors as and when required.

09/2018 - 07/2020

Thomson Hayton Winkley

Senior Legal PA

Residential Conveyancing/Commercial/Leases

- Diary Management
- Secretarial Support and general office duties

- Arranging meetings
- Liaising with clients through e-mail, telephone
- Drafting Correspondence
- Travel Arrangements

09/2017 - 08/2018

Career Break

During this time I did some temporary work.

09/2016 – 08/2017

Ridley & Hall Solicitors

Senior Legal PA

- Provide general secretarial / administration support to Childcare Solicitor.
- Responsible for answering & screening telephone calls & face to face enquiries. Seeing clients.
- Making appointments and arranging travel and accommodation.
- Carrying out routine administrative duties like photocopying and filing etc.
- Dealing with incoming emails, faxes, and post.
- Drafting Correspondence
- Problem Solving
- Preparing Court documents/bundles
- Dealing with Courts in person and over the telephone
- Billing

09/2002 to 09/2016

Henry Hyams Solicitors

Senior Legal PA to Senior Partner

Family Law Department

- Diary Management
- Secretarial Support
- Issuing Applications at Court
- Arranging meetings and travel arrangements
- Liaising with clients through e-mail, telephone
- Drafting Correspondence
- Problem Solving
- Attending client and the Court over the phone and in person
- Preparing Court documents/bundles
- Billing

1998 to 2002

Gordons Solicitors

Legal PA to Senior Partner in Family Law Department

Private Law Children/Hague Convention Applications/Divorce/Ancillary

- Liaising with Fee earner to organise and prioritise workload
- Looking after fee earners diary
- Liaising with other fee earners
- Arranging meetings and travel arrangements
- Liaising with clients through e-mail, telephone and in person
- Preparing Court documents/bundles
- Using the firms case management
- Digital Dictation

Skills

Complex diary/calendar management.

Organising travel itineraries and handling expenses.

Arranging Meetings

Performing highly confidential administrative duties.

Microsoft Office Applications including Word, Outlook, Excel