

FIDELIA ASHINZE

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PROFESSIONAL SUMMARY

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