

# CHARLOTTE NEIZER TAYLOR

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## PROFESSIONAL SUMMARY

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Dedicated and highly organized Executive Assistant with over 5 years of experience supporting senior executives and managing administrative operations. Proficient in calendar management, travel coordination, communication handling, and project management. Adept at anticipating needs, streamlining processes, and fostering positive relationships. Committed to maintaining the utmost discretion and confidentiality in all matters. Currently seeking an Executive Assistant or Personal Assistant role that will offer the opportunity to work as part of a team and take on high level of responsibility.

## WORK HISTORY

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05/2023 - Current

### **QUALITY ASSURANCE & COMPLIANCE MANAGER HOPE HOMECARE SERVICES LIMITED**

- Collaborated intimately with the director and executive management team, delivering comprehensive updates on the latest national and international healthcare regulations and their implications for the organization.
- Reviewed and updated policies and procedures to ensure alignment with national and international laws, as well as business needs, fostering a compliant and efficient operational environment.
- Led the implementation of robust quality control measures to optimise service quality and client satisfaction, fostering a culture of continuous improvement within the organisation and full client satisfaction.
- Collaborated with multi-disciplinary staff to instill culture-wide culture of accountability and compliance.
- Administered HR and recruitment procedures, providing expert guidance while leveraging Atlas Citation, Access, and Quality Compliance System for accurate policy referencing.
- Created and tested a comprehensive business continuity plan, ensuring readiness to respond to emergencies and disruptions effectively.
- Conducted risk assessments and developed strategies to mitigate potential threats to business operations, safeguarding continuity of care and service delivery.
- Successfully spearheaded the certification process for ISO 9001 (Quality Management), ISO 14001 (Environmental Management), ISO 27001 (Information Security Management), and ISO 45001 (Health and Safety Management) standards.
- Conducted monthly internal audits to guarantee compliance with Care Quality Commission (CQC) regulations and national healthcare frameworks.
- Led successful CQC inspections resulting in a confirmed 'Good' rating, showcasing exemplary service delivery and compliance standards.

01/2023 - 05/2023 **COMPLIANCE OFFICER**

### **YOUR WORLD RECRUITMENT - LONDON**

- Monitored the organization's adherence with regulations, policies, and procedures and identified potential risk areas
- Ensured all duties follow CQC regulations, maintained an understanding of regulations and Healthcare framework and supported internal monitoring and auditing of the compliance program to measure effectiveness and address deficiencies
- Managed candidate inquiries through phone and email, adeptly escalating critical issues to senior-level support. Utilized Avaya Cloud for handling incoming and outgoing calls and leveraged Citrix for seamless operations.
- Reviewed candidate documents and uploaded them to company compliance portals
- Liaised with consultants and guided them on compliance stages of candidates.

06/2020 - 01/2023 **EXECUTIVE ASSISTANT AND ACCOUNTS ASSISTANT**

### **EMBASSY OF THE REPUBLIC OF GHANA TO THE VATICAN - VATICAN**

- Acted as the primary liaison between the Embassy, the Italian Ministry of Foreign

Affairs, the Secretariat of State of the Vatican, and other diplomatic organizations, maintaining positive and productive relationships

- Monitored and coordinated financial documents to ensure appropriate budgeting of the Embassy's resources and to track expenses
- Prepared and submitted documents and invoices or VAT exemption requests through Foreign Ministry online platform
- Received Consular applications, such as Passport and Visa applications and checked for all the necessary requirements and application fees
- Managed the office database, payroll distribution, timesheet and the physical setting and logistics of the front office
- Managed complex diaries of Ambassador and head of chancery and developed an alert system for managing deadlines
- Coordinated international and domestic travel arrangements for senior executives, including booking flights, hotels, and transportation, while ensuring compliance with the Embassy's policies and budget constraints. Developed comprehensive itineraries to facilitate smooth and efficient travel experiences.
- Developed a new project for all utility bills which facilitated keeping up with online payments and allowed the Embassy to go paperless
- Supported the protocol officer in coordinating logistics for diplomatic events and meetings, ensuring proper adherence to diplomatic protocols and standards.
- Cordially received distinguished visitors and delegations, ensuring they were promptly escorted to the appropriate meeting rooms with the utmost professionalism and courtesy.

04/2019 - 04/2020 **EXECUTIVE ASSISTANT**

**REIGN STAR GROUP - LONDON**

- Provided comprehensive administrative support to the CEO, managing a complex and dynamic calendar, scheduling meetings, and coordinating travel arrangements
- Handled sensitive and confidential information with the utmost discretion, ensuring the privacy and security of the CEO and high-profile clients
- Implemented a new scheduling system that improved the CEO's time management and increased overall productivity
- Organized and managed high-profile events and meetings, ensuring all logistical details were meticulously planned and executed
- This included coordinating with venues, vendors, and other stakeholders to ensure successful event.

## SKILLS

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| • Executive support and Diary management | • Proficient IT skills, MS Office suite, Outlook, database management CRM |
| • High degree of integrity               | • Regulatory compliance and documentation.                                |
| • Excellent communication skills         | • Time management and   |
| • Diary management                       | • Excellent written and verbal communication                              |
| • Budget & Expense Reports               | • Incoming and outgoing mail management                                   |
| • Risk Management and leadership skills  | • Global Travel coordination  |

## EDUCATION

**Diploma in Languages**  
**Lazzaro Spallanzani College**

10/2019 - 06/2021 **LLB Law with Human Rights**  
**UNIVERSITY OF ESSEX - Colchester, Essex**

## LANGUAGES

**English**

Native

**French**

Intermediate

**Italian**

Native

**German**

Beginner

## HOBBIES AND INTEREST

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- Tennis, Ethical fashion, Cooking

## REFERENCES

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References available upon request.