

# Mahbuba Begum

07787726253

**mahbuba97.mb@gmail.com**

An experienced and multi-lingual (Spanish/English) administrator with 3 years transferable experience in an international company. I pride myself in having excellent organisational, multitasking and time management skills. I am looking for an opportunity to undertake a new challenge and build upon my current experience and skillset.

## EXPERIENCE

### Robert Walters Group — *Team Support*

October 2019 - October 2022

Team support member for the Information Security Team at the HQ of a large global company, bridging the gap between the legal function in Data Protection and the Security function, working closely with and for the Chief Information Security Officer (CISO).

- Set up and manage several dashboards resulting in increased efficiency across teams and meeting deadlines within the company, for external clients and statutory deadlines.
- Collaborating with the Legal team to control and manage GDPR and Data Protection requests, managing global mailboxes to respond to queries from across Europe and analysing data and breaches.
- Created and manage Incident Handling Process with CISO and use management systems for queue management to efficiently oversee security team and prioritise workloads by maintaining ongoing task register for team and create efficient weekly reports
- Spearheaded and own the policy refresh project across the company and taking on role as global policy librarian, creating processes for review and updating documents whilst in a process of getting approval by directors and business partners and efficiently communicating with teams across EMEAA and APAC
- Carried out an on-site audit of branch office abroad and created report to ensure compliance to internal and statutory requirements

### Cambridgetown Academy, Murcia — *Teacher*

February 2018 - July 2018

- Teaching English classes of various ages from B2 to C1 level resulting in passed tests
- Delivering group sessions of a group of up to 10 students and on a one-to-one basis tailored to the individual's needs
- Communicating with co-workers effectively to plan lessons to

## Education

**Project Management Level 7**

**Diploma – Current**

**Certificate in Admin, Secretarial and PA Level 3 – Current**

**Diploma in GDPR QLS Level 5**

**University of Chester – Law and Spanish BA (with honours) 2:1**

**A Levels:** Business, Spanish, English Literature

**GCSEs:**

8 GCSEs including Maths and English

## Skills and Attributes

- Proactive team member but also work well alone
- Work well under pressure and time constraints
- Quick learner
- Good attention to detail
- Data analysis and input
- IT skills: advanced. Create and manage dashboards, advanced Excel knowledge and basic web design.
- Languages: Multi-lingual; English, Spanish, Spoken Bengali, Hindi and Urdu

ensure topics are covered and lesson progression

- Assigned to go to a primary school to work with school age children as a teaching assistant in classes to achieve classes' learning objectives
- Following the health and safety procedures and escalating any issues to management

## **Private Tutor, Murcia**

November 2017 - July 2018

- Ensuring student's level of English was adequate
- Preparing student for B1 and B2 English exams
- Assisting with class work and English homework (sentence structure, grammar and spelling)
- Improving oral pronunciation and phonetics

## **IES Alto Conquero High School, Huelva, Spain— *Languages Assistant (2 months Paid Placement)***

April 2017 - June 2017

- Working in a secondary school where I assisted a classroom of up to 30 students
- Taking half of the students to teach English classes weekly to give more attention
- Prepping students one to one for exams leading to all students passing
- Understanding individual student needs to provide appropriate personalised help.

## **Debenhams, Chester— *Sales Advisor***

November 2016 - January 2017

- Cashing up, assisting with complaints and queries
- Finding alternatives for customers to suit needs to achieve sales

## **HOBBIES & INTEREST**

I like keeping active by going on hikes with friends and walks in nature with family.