

Professional Profile

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'Proficient executive assistant with a proven track record of supporting senior business figures in the management of leading corporate and government organisations'

With extensive experience of supporting directors and managers across the property, construction and hotel industries; I am highly organised, efficient, personable and able to deliver consistently high results in challenging and pressurised work environments. Well versed in the creation of internal communications and external professional documents and am able to liaise with all levels of staff and clients.

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Core Skills

- Executive & Personal Assistant
- Diary Management
- Audio Typing Speed 75wpm
- Telephone Call Handling
- Client Liaison
- Copy Typing Speed 60wpm

Career Summary

Feb 2010 – Present

Company

Executive Assistant to Finance Director & Group Internal Auditor

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Outline

Supporting two senior business figures for leading global property management firm; liaising with clients, internal staff and external property professionals in the management of over 500 investors

Key Responsibilities

- Diary management for FD and GIA; avoiding clashes and handling emergency situations
- Booking travel arrangements and arranging work visas and associated documentation
- Proactive email management to ensure prompt response of priority messages
- Telephone management; ensuring that non urgent calls are diverted during busy periods
- Liaising with clients globally, recording information and providing excellent customer service
- Creating internal email communications and arranging internal events and meetings
- Liaising with external professionals such as solicitors, surveyors and contractors
- Arranging property viewings for clients through property agents
- Providing front of house services and discussing initial requirements with investors
- Dealing with ad hoc requests such as managing office moves and furnishings
- Recording and maintaining client information in self-built Excel database
- Creating professional documents for clients and other external contacts
- Handling insurance enquires such as renewals and claims on behalf of clients

Oct 2007 – 2010

Company

Office Manager/EA | HR Assistant

Outline

Broad ranging role providing executive assistance, office management and HR services to leading UK construction company; reporting to the managing director and managing a team of ten staff

Key Responsibilities

- Providing gatekeeper services including screening of telephone calls and emails for MD
- Diary management and organisation of meetings internally and externally for senior figures
- Arranging services with contractors and financiers on behalf of President & CEO
- Monitoring staff attendance and punctuality, then flagging any irregularities with leadership
- Office management including ordering of supplies, managing utilities and health & safety
- Arranging and overseeing business critical IT projects via external IT consultant
- Managing front of house staff and ensuring reception is always manned during work hours
- Running weekly inspections of worker accommodation to ensure regulations are followed
- Checking of monthly employee expenses and authorising invoice payment
- Assessing new starter work eligibility and distributing employment contracts and other documents
- Liaising with HR department to advise on disciplinary procedures and legal matters
- Sourcing and arranging accommodation for over 400 migrant workers and management staff

2004 – 2007

Company
Assistant Manager

Outline

Supporting construction, launch and operational management of brand new hotel;

Key Responsibilities

- Providing personal assistance and operational support to general manager in running of hotel
- Screening and handling guest complaints; ensuring they are dealt with professionally
- Greeting guests and managing all staff reservation requests in UK and globally
- Sourcing display jewellery for reception cabinets and arranging customer sales
- Chairing weekly update meetings with all head of departments

2002 – 2004

Company
PA to General Manager

Outline

Providing assistance and in the launch of new build hotel from construction through to operations

Key Responsibilities

- Liaising with builders, suppliers and contractors during construction
- Recruiting new hotel staff including advertising, screening and interviewing
- Providing ad hoc assistance to general manager and covering during absence
- Handling queries via email, post and telephone
- Meeting guests and composing outgoing letters
- Liaising with authorities to obtain licences etc.

2000 – 2002

Company
PA to General Manager

Outline

Supporting a busy general manager in a high pressure environment with responsibility for recruitment, letter typing, communications, diary management, travel arrangements and ad hoc duties

1985 – 2000

Company
PA to Company Secretary

Outline

Supporting 8 members of change team; sorting mail, diary management, travel arrangement, visitor hospitality, transcription typing, budget management and team liaison

1980 – 1985

Company - Invoice Typist

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Education & Qualifications

- BTEC Business Studies/Secretarial Diploma
- Travel & Tourism COTAC Level I & II, ABC Fares & Ticketing – College
- Advanced Legal Word Processing (Merit), Advanced Administration in the Legal Environment (Distinction), Advanced Communication Skills in the Legal Environment (Distinction) – Institute of Exec
- 6 GCSE's including English & Maths

References Available on Request
