

MAEVE

MAEVE.332352@2freemail.com

Administrative professional offering excellent communication and computer skills. Meets deadlines and works with a high level of efficiency. Highly organised and meticulous with experience in customer relations. Adept at coordinating meetings, planning itineraries and designing detailed spreadsheets. I am focused and ensure efficient administrative operations through effective management methods.

Proven ability to recruit, train, motivate and develop a diverse team, I am able to achieve high standards in customer service and exceed corporate set targets and goals. I work well both independently and as part of a productive team, and I am willing to take on board new ideas and adapt them to improve productivity and business growth.

# PERSONAL INFORMATION

Born November 26th, 1976

Citizenship: Irish

Marital status: Single

# HIGHLIGHTS

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| --- | --- | --- |
| * Training and development
* Employee relations
* HSE compliance
* Personnel records maintenance
* Exceptional interpersonal skills
* Innovative
 | * Decision Making
* Cost control
* Store Financial Management
* Compensation/payroll
* Performance Management
* Hiring and retention
 | * MS Office Suite Proficiency
* Self-Starter
* Resourceful
* Accurate & Detailed
* Customer Service
* Business Writing
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# WORK HISTORY

Dec 2012 – Dec 2016 AFTRAC LIMITED – pORT-HARCOURT, Nigeria

 Admin Manager/ HR Officer

Responsible for managing Administrative and HR activities for the Company. Coordinating all department functions for a team of 40+ employees. Organising recruitment campaigns, arranging on boarding of new recruits, implementing training schedules for new administrative and engineering employees as well as being an employee relations representative for the company.

Responsibilities:

* Directing all HR activities including recruitment, selection, training, benefits/ compensation administration, employee relations/ events, and human resource information systems (HRIS).
* Planning short and long term strategies to support organisational objectives, as well as developing and managing human resource department budgets.
* Assessing human resources needs, recommending individual/ organisational development actions and implementing consistent HR standards at all off-site locations.
* Developing employee Induction programs to increase policy, procedure, and benefits awareness.
* Evaluating, developing, and revising HR policies, programs, and benefits.
* Promoting various programs for employee safety, welfare, wellness and health.
* Improving performance management systems and standards by providing solutions to employee appraisal methods.
* Developing, preparing and following up on the career progression plans for the company.
* Facilitating in Identifying training needs for the company and in executing training calendar for employees through internal and external resources.
* Managing the attrition rate of the company and ensuring the exit tracking and process implementation.
* Hired, trained and supervised a small team of administrative staff members.
* Ensured efficient office operations through effective management methods.
* Served as liaison between senior management and clients or vendors.
* Prepared staff work schedules and worked to streamline flow of interoffice communications.
* Coordinated meetings, events and conference calls, including the hiring of catering services and arrangement of meeting space.
* Organised travel arrangements, itineraries, airline reservations, and hotel accommodations.
* Prepared company literature, documentation, expense reports, presentations and any press release.

Feb 2011 – Dec 2012 CAREER BREAK –

 Career break to travel and start a retail business.

Aug 2010 – Jan 2011 embassy of ireland – Abuja, Nigeria

 Office **Manager/ Secretary to the Deputy Head of Mission**

My role was a temporary contract assignment assisting the Head of Mission (HoM), Deputy Head of Mission (DHoM) and Diplomats at the Embassy. Coordinating office operations and procedures to ensure effective efficiency in the diplomatic and consular mission.

Responsibilities:

* Managing the mission accounting activities; In charge of expenditures, invoice account entries, queries and financial monthly reporting.
* Managing Human resources functions; staff issues, processing of monthly staff payroll, monitoring staff benefits, compensation and subsistence allowance for local staff of 30 people.
* Ensuring coordination, maintenance, protection and security of office files and records system.
* Follow up on maintenance agreements and contracts for the consular mission.
* Liaise on behalf of the DHoM for contact/appointments both inside and outside the Embassy in Abuja.
* Liaise with staff of all agencies in the Embassy on behalf of the DHoM.
* Assisting the Ambassador’s Personal Assistant with maintenance of the Ambassador’s diary and program of appointments.
* Substituting for the Ambassador’s Personal Assistant when away.
* Coordinating and distributing all classified and unclassified material in and out of the office, screen phone calls and visitors, determine priorities and provide timely and responsive administrative support.
* Supervise general office and maintenance staff.
* Maintain and replenish office supplies; checking stock to determine inventory levels.
* Providing secretarial aid, typing verbal notes and mail correspondence.
* Arranging Hotel and travel bookings for the HoM, DHoM, other diplomatic and local staff; including the preparation of travel agenda’s and logistics movement with security detail.
* Filling in for the IT LAN manager; addressing IT related issues for the maintenance of computer and server systems.

Jul 2008 – Aug 2010 AFTRAC LIMITED – pORT-HARCOURT, Nigeria

 PA/ **Admin Manager**

As a Personal Assistant, I provided support to my Managers and Directors in general administration and Personal Assistant duties. In my role as an Admin Manager I helped guide and manage the overall provision of administrative services, and secretarial programs for the entire company. I represented management and participated actively on various joint committees to maintain ongoing relations between management and employees.

My responsibilities Included:

* Promoting open communication within administration and IT support teams resulting in improved team spirit and performance.
* Organising conferences and ad-hoc meetings to meet company objectives.
* Undertook ad-hoc assignments and projects thereby assisting Director’s in overall administrative progress of the Company and its objectives.
* Handled incoming and outgoing correspondence, including post and emails.
* Screening directors telephone calls and inquiries and direct them as appropriate.
* Coordinated travel arrangements and accommodations for Directors and company staff.
* Organised personal and professional calendars, making appointments and supplied reminders of all upcoming meetings and events.
* Maintained & developed the office filing systems both on paper and computer.
* Created expense reports using Microsoft Excel spreadsheets.
* Typed documents, updated websites, and compiled information for meetings.
* Handled cash receipts and tracked cash withdrawals.
* Maintained an up-to-date department organizational chart.
* Served as central point of contact for all outside vendors needing to gain access to the building.
* Performed many HR duties including indoctrinating new recruits distributing ID cards and signing employees up for pension and health insurance.
* Supervised, trained, mentored, and provided administrative personnel the ability to succeed in confrontational conditions through intensive training and shared knowledge.
* Prepared lists of newly appointed employees and stated their appointment date, designation, responsibilities and salary.

Feb 2006 – Jun 2008 overseas medical supplies – london, uk

 **PA/ Sales Administrator**

As a Sales Administrator I assisted the sales team raise purchase orders and generate quotes as and when needed. As a Personal Assistant I generally assisted the Managing Director with operations management, typing estimates, following up on tenders, and general correspondence.

Responsibilities:

* Providing secretarial support for the Company Directors, maintaining discretion and strict confidentiality in particularly sensitive situations.
* Organising travel documentation, flight and tours for Doctors/ Clients from Tehran, Iran who were invited to attend medical conferences abroad.
* Implementing effective systems for tracking medical equipment to meet stringent FDA and regulatory requirements.
* Liaising with custom clearing agents, freight forwarders and shippers to ensure sound logistical movement of medical supplies internationally to clients.
* Overseeing the packing and inventory control of all medical supplies shipped in and out of the warehouse.
* Preparing shipping documents to ensure appointed custom clearing agents, shippers and logistics team have necessary orders and paperwork for supplies shipped.
* Managing, organising and responding to stock orders and queries within set deadlines.
* Acting as intermediary between customers and suppliers to ensure quality customer service.
* Aiding the sales team in the preparation of bid documents for tender submissions.

Feb 2004 – Jan 2006 A-MARK INTERNATIONAL COLLEGE – london, uk

 **College Administrator**

Provided administrative support for students carrying out training in health and social care. Adept at data collection, I maintained student records, updated information and kept systems running using a range of software and programs.

Responsibilities:

* Assisting the College with administrative support in NVQ health and social care and ICT tutoring; giving day to day management of the office training section.
* Preparing and developing course materials, which included taking student class bookings and interviewing potential students as well as providing job information, educational and training opportunities for them.
* Arranging meetings, preparing agendas and taking minutes at meetings.
* Maintaining integrity of student files and records and dealing with general enquiries in a timely manner.
* Implemented filing systems which promoted an organised way of working.

May 2002 – Jan 2004 costa coffee – London, uk

 **Store Manager**

My daily workload involved prioritising and organising store operations. By prioritising, I was able to focus on the core part of the business which was our customers. I managed the operations of the store by preparing orders, training staff, budget management, maintaining records, and addressing customer concerns.

Responsibilities:

* Maintaining a clean and organised store environment, adhering to all health, safety and sanitation guidelines.
* Organising and tracking store receipt flow for new and reordered food, beverage and store merchandise.
* Rotating stock on a first in first out basis or as business dictated.
* Addressing customer inquiries and resolving complaints. Ensured that best level of customer service was provided.
* Track daily revenue and prepare related weekly and monthly reports. Completed weekly schedules according to payroll policies.
* Supervising and mentoring staff and ensured that all health and safety standards were followed.
* Complying with health and safety standards. Remaining on-site for required food safety and cleanliness inspections.
* Preparing annual staff performance reports.
* Assisting staff duties on a daily basis, coaching and motivating them on Company best practices.
* Verifying daily cash, cheque or card register receipts in line with cash control procedures.

Jun 2001 – Apr 2002 blockbuster videos – london, uk

 Store Manager

Worked closely with the District manager to formulate and build the store brand. I ensured desired company results in the areas of customer service, cost control, profitability, human resources, training, merchandising and visual presentation. Monitoring daily sales and customer service performance, I set aggressive yet realistic goals to ensure the stores success.

Responsibilities:

* Driving store sales by improving merchandising, customer care and staff training.
* Maintained low staff turnover and ensured corporate goals were met and exceeded.
* Managing merchandise and inventory shrinkage to acceptable company rate.
* Performing daily opening and closing duties and completed store operational requirements by scheduling and assigning employees; following up on work results.
* Trained, supervised and developed staff to ensure optimal performance in line with with company goals and objectives.
* Monitoring and analysing sales records and consumer purchasing trends.
* Completed stock orders and managed inventory levels.
* Organising on-site trainings to educate management and sales staff on new product lines during seasonal workshops.
* Track and recap key item performance; rotating products as needed.
* Planning and coordinating the availability of products for advertising and promotion purposes.
* Educating employees on completing weekly schedules according to payroll policies.
* Addressing customer inquiries and resolved complaints.
* Directing and supervising employees engaged in sales, inventory-taking and reconciling cash receipts.

Nov1995 – May 2001 mcdonalds Restaurants ltd – london, uk

 **Assistant Manager**

l was Assistant manager in charge of ordering store products, opening, closing and managing the store and handling all cash and stock counts; as well as handling all food cost controls.

My responsibilities included:

* Managing security and integrity of cash, stock, premises and personnel; ensuring this through vigilant observation and careful management of staff & resources.
* Consistently provide administrative support, financial profit and loss reporting to senior management.
* Ensuring store targets were met with an overall increase in sales and outstanding mystery shopper results.
* Successfully managed and assisted the Area Manager with weekly/monthly staff work schedules for 500+ team members in multiple site locations.
* Conducting weekly staff briefings, compiling statistical and financial information and setting performance management indicators on staff and stock.
* Responsible for quality, service, and cleanliness.
* Managed drive thru times and quality times for food and products.
* Updated prices on menu boards and maintained point of purchase advertisements.
* Supervised the cleaning of grills and fryers for inspection and certification.
* Tracked training of employees and also helped improved employee training system. Documented crew and management employee files for infractions such as absenteeism, poor customer relations, and unsafe food practices.
* Responsible for hiring, Induction and monitoring of new employees to enforce food quality and handling standards along with effective customer service skills.
* Responsible for counting deliveries from vendors to ensure correct amount of product was received.
* Prepared, updated orders for vendors and placed via telephone or computer.
* Handled all technology equipment used by corporation and was responsible for updating, installing new hardware, and working directly with technical support via telephone or in store to resolve all issues with computers that were used.
* Travelled to stores to cover shifts due to absenteeism and other issues along with maintenance, technology problems and high volume business.
* Graduated from McDonalds Floor Shift Management course.

# skills &training

**Management**  Floor Shift Management Course, Train the Trainer, Effective Scheduling,

Financial & Budget Management, Communication Skills & Diversity,

Teams Management, Stock Management & Control, Performance Management, Inventory Management.

**Human Resources** Staff Development and Appraisals, Recruitment Selection & Interviews, Personnel File Management.

**Health & Safety** Basic Food Hygiene, Basic HSE, Basic First Aid, Manual Handling,

Break Away Techniques.

**Retail** Coffee Barista Training, Store Layout and Planogram, Customer

Service Relationship.

**Software Skills** MS Office Suite (Excel, Word, Power point, Access, Outlook) QuickBooks

EPOS Retail Systems.

# EDUCATION

1995 – 1997 Ealing tertiary College, UK

 A Levels

* Economics, Psychology, Government & Politics

1989 – 1994 HOLY ROSARY SECONDARY SCHOOL, NIGERIA

 O’ Levels / GCSE

* Economics, Mathematics, English Language, Biology, Chemistry, Geography, Physics and Agricultural Science

# REFERENCES

Available upon request.