**OLGA**

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Seeking Executive Assistant, Practice Support, Operations Support, Administrative Support, Marketing & Business Development Assistant roles.

**SUMMARY OF PROFESSIONAL EXPERIENCE, ATTRIBUTES AND SKILLS**

* Ten years’ experience supporting senior executives in industry and service sector at global firms like Goldman Sachs, SNC-Lavalin, St. James’s Place Wealth Management, White & Case law firm, MS Amlin insurance firm, in the United Kingdom.
* Executive Assistant experience supporting at the levels of Managing Director, Chief Operations Officer, Senior Vice-President and Vice-President Business Development.
* Team player with hands-on work experience withadministrative work (diary management, international travel bookings, document production, Microsoft Office Suite, costing and billing),HR, bid and proposal teams, database maintenance,market research,liaising withmass media, PR and advertising agencies, and handling the client interface for senior executives.
* UKnational withBachelor’s degree in English from University of Economics and Information Technology.
* Multi-lingual: English, Russian, German, currently learning Arabic.
* Personal: age 31, single, no dependants. Nationality and driver’s licence: United Kingdom. Currently located in Dubai and available to join immediately.

**DETAILS OF PROFESSIONAL EXPERIENCE**

**MS Amlin (part of Amlin Group and Lloyd’s Syndicate) |** www.msamlin.com

Multinational specialty insurance firm with 320 offices in over 40 territories and global assets of over £96bn

*Executive Assistant to Chief Operations Officer,Jun 2016 – Jan 2017 (maternity cover), London*

* Providing full administrative and secretarial support to the COO and team, including: managing phones, diaries and mailboxes, arranging internal and external meetings and calls, making complex travel arrangements, processing expense claims and invoices,providing ad-hoc personal support
* Preparing document packages in readiness for committee and board meetings; preparing weekly and monthly reports, sales comparison data, presentations, research notes, contract and project documentation; compiling financial and statistical information; ensuring management and board reporting is completed on time
* Devising, maintaining and improving office systems; ensuring that administrative and organisational arrangements and client related processes are completed and continuously improved
* Organising, promoting and overseeing smooth running of departmental and client events,liaising with venues and speakers, assisting with mailing, event administration and post-event follow up and reporting
* Assisting with maintenance and development of Client Relationship Management systems for business development activity; engaging team in database cleansing and maintenance; maintaining currency and validity of information on matrix and intranet, editing and uploading content; assisting with client and project management activity; collating and providing data for reports and analysis
* Managing annual leave requests and sickness absence and dealing with HR related issues; updating matrix and Sharepoint with team interactions
* Operating as point of contact for the firm’s partners, clients and third party providers; liaising with regulators, business assurance, compliance, administration and facilities teams

**Goldman Sachs International |** www.goldmansachs.com

Leading global investment banking, securities and investment management firm

*Executive Assistant,Nov 2015 – May 2016(fixed term contract), London*

* Full diary management for the Executive Office (Managing Directors, Government Affairs and International Management teams) including managing phones, calendars and mailboxes, scheduling meetings and calls (including those between the Executive Board and HNW clients), making all domestic and international travel arrangements, processing claims and expenses
* Undertaking all document production and filing tasks to the highest standards and to agreed deadlines using appropriate software; preparing monthly and quarterly reports, research notes, confidential contracts, commercial data, work plans, PowerPoint presentations and Excel spreadsheets
* Preparing and distributing information packs containing briefing papers, necessary documents and presentations for executive board meetings and ensuring all action points are addressed before next meeting
* Updating and maintaining client records - paper files and internal database, managing folders, filing systems; tracking information and conducting comprehensive reviews as required, capturing and managing contact and client relationship data in the firm’s CRM system and maintaining its currency and validity
* Developing and fostering professional working relationships with clients, internal departments, regulators and agencies maintaining confident, polite and professional manner
* Liaising with external PR, communications and marketing agencies and media (including Sky, BBC and Houses of Parliament); supporting campaigns, surveys and promotions

**St. James’s Place Wealth Management |** www1.sjp.co.uk

FTSE 100 company with £54.5bn of client funds under management

*Business Assistant, Nov 2014 – Nov 2015(fixed term contract), London*

* Coordinating the varied and pressurised workflow of the practice, ensuring its smooth running and integration of personnel and key systems and processes; monitoring and prioritising organisation processes and administrative support including calendars, travel itineraries, calls, correspondence and emails
* Updating and maintaining accurate project records, professional portfolio and contacts
* Processing investment application forms, switch requests and withdrawal requests in an accurate and timely manner, producing and sending out investment illustrations, suitability letters and valuations; preparing event and presentation packs
* Obtaining requested information from financial institutions and extracting relevant data, preparing presentations, memos and other relevant documentation as required; collating information for directories
* Ensuring all necessary licences are renewed prior to deadlines, recording CPD hours, processing business expense claims and invoices
* Liaising with external advertising agencies and supporting special projects; participating in designing promotional materials; tracking and archiving coverage in the media; managing content in Partner’s section on the company website
* Providing ad hoc assistance to HR; managing a team of assistants and dealing with training, appraisals and holidays

**White & Case |** www.whitecase.com

Leading global law firm with 40 offices in 27 countries and $1.38bn annual revenue

*Legal Secretary–Dispute Resolution / International Arbitration Practice, Jul 2013 – Nov 2014 (contract), London*

* Planning and organising days for principals (partner, counsel and associates): performing effective diary and travel management, acting as a gatekeeper for incoming calls, correspondence and emails; arranging conference calls, video conferences, meetings, catering, conference facilities and Webex; attending meetings/calls, interpreting and/or taking notes as required
* Document production, including making amendments and formatting, working in multiple versions of documents, proofreading, copy and audio typing, working in track changes
* Assisting with bids preparation, reporting and analysis; capturing and managing client relationship activity, project management and contact data in the firm’s CRM system; updating and maintaining client records (paper files and internal database); managing folders and filing systems; tracking information and conducting comprehensive reviews; collating and providing information on firm’s new matters
* Entering and approving timesheets, preparing and reconciling expense reports, assisting in preparation of bill narratives and draft cost details and in monitoring the billing process; registering partners for conferences, seminars and networking events; managing the supply of business cards across the practice
* Arranging in-house and external corporate and client events (legal symposiums, seminars, conferences, cocktail receptions, etc.); doing research on venues and package costs, managing contact and mailing lists, assisting with managing events on the day
* Acting as deputy to the team leader and dealing with issues and workload in her absence

**SNC-Lavalin |** www.snclavalin.com

One of the world’s top five engineering & construction firms with CAD 6.1bn revenue and 30,000 employees worldwide

*Executive Assistant to Senior Vice-President & General Manager and Vice-President Business Development, Apr 2010 – Jun 2013, London*

* Organising extremely busy diary and days of SVP & General Manager and ad hoc for Vice Presidents
* Working with confidential commercial data, contract negotiation and merger and acquisition documentation; preparing meeting documentation in readiness for internal and external meetings
* Entering data and preparing confidential weekly man-hour reports, collating data from relevant offices and preparing corporate monthly reports from Finance, HR, Quality, Projects and the Management Team
* Helping to organise market research, analyse questionnaires, record data and provide statistical analysis and summary; updating and maintaining accurate project records, professional portfolio and contacts
* Distributing marketing guidelines throughout the company, assisting with data collection and monitoring of key market areas
* Ad hoc interpreting of Russian language phone calls and meetings and translation of documents
* Communications to the Corporate Offices in Canada and Moscow and Project Offices around the globe as appropriate; operating as point of contact for the Communications Department in the quarterly calls
* Ensuring resource requests for permanent and contract staff are in line with the company process, budget checks are completed and presented to the senior leadership team for approval

**MRL Accountancy Services |** Boutique accountancy practice

*Marketing Team Administrator and Personal Assistant to Managing Director, Jan 2008 – Apr 2010, Ascot*

* Providing all-round secretarial and administrative support to the Director and the team maintaining discretion and strict confidentiality: performing effective diary and itinerary management, arranging internal and external meetings, processing expense claims and invoices,dealing with issues in the employer’s absence
* Preparing and distributing minutes, producing meeting papers and complex presentations, creating and generating annual and quarterly reports, performing basic bookkeeping operations, managing key accounts, ensuring that all documentation is processed in an accurate and timely manner
* Liaising with clients and staff, carrying out routine administrative duties such as photocopying, typing, archivingand filing papers, screening and answering telephone calls, correspondence, e-mails and faxes
* Day to day office manager duties: payment of office premises, subscriptions, equipment maintenance, and sourcing of cheaper suppliers
* Managing the company website interface, editing and uploading content on intranet, matrix and Sharepoint

**EDUCATION**

**2015** St. James’s Place Academy(Certificate in Savings and Investments)

**2011-2013** Pitman Training School (Microsoft Office 2010, Business Structure & Law, Effective Business Communication, Time & Task Management, Business Document Production)

**2002-2007** University of Economics and Information Technology (BA in English)