**Orion**

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**[D.O.B](mailto:orion.343389@2freemail.com D.O.B): 14/06/1991|Nationality: Albanian**

**Personal statement**

 A highly motivated and well organised administrative assistant with 7 years’ experience in a variety of office based and hospitality environments. Thrives on providing solid and essential versatile office management skills and proficiency in Microsoft Office programs. A calm head and meticulous eye for detail ensures that all duties are carried out to the highest standards and in allotted time frames.  Comfortable working as part of a team or independently with a focus on delivering quality administrative support on a continuous basis.

**Employment history**

**Hosting Personnel F&B Department, PJ O’Reilly’s – Le Royal Meridien, Abu Dhabi, UAE**

***(December 2015 – present)***

**Event & Personnel Team Leader, Al Kut Café & Restaurant – Wyndham Grand Regency Hotel, Doha, Qatar**

***(November 2014 – November 2015)***

**Duties**

* Supervising the day to day activities of a team.
* Driving operational efficiencies, raising customer service levels & cutting costs.
* Organising work load, allocating tasks, tasking team on a daily basis.
* Managing team and individual performance.
* Ensuring all administrative records are completed accurately.
* Ensuring professionalism & high quality is continually maintained.
* Preparation of relevant reports and documents for senior managers.
* Identifying areas of the business where improvements can be made.
* Developing policies to create and maximise performance.
* Scheduling staffing levels, planning for holiday and weekend coverage.
* Monitoring staff attendance and performance levels.
* Opening and closing the office premises.
* Training of new staff & identifying training requirements of existing staff.

**Administrative Assistant – ALBPETROL, Tirana, Albania**

***(January 2012 – September 2014)***

**Duties**

* Maintaining workflow by studying methods; implementing cost reductions; and developing reporting procedures.
* Creating and revising systems and procedures by analyzing operating practices, recordkeeping systems, forms control, office layout, and budgetary and personnel requirements; implementing changes.
* Developing administrative staff by providing information, educational opportunities, and experiential growth opportunities.
* Resolving administrative problems by coordinating preparation of reports, analyzing data, and identifying solutions.
* Answering, screening and transferring inbound phone calls
* Receiving and directing visitors and clients
* General clerical duties including photocopying, fax and mailing
* Maintain electronic and hard copy filing system
* Preparing written responses to routine enquiries and modifying documents (correspondence, reports, drafts, memos and emails)
* Scheduling and coordinating meetings, appointments and travel arrangements for managers or supervisors
* Recording, compiling, transcribing minutes of meetings

**Office Administrator – Statistics Institute INSTAT, Tirana, Albania**

***(February 2010 – December 2011)***

**Duties**

* Rapidly responding to and resolving any administrative problems.
* Managing related legislative, regulatory and compliance issues.
* Coordinating office procedures.
* Making sure that information is quick and easy to locate.
* Ordering and maintaining office stationary and equipment.
* Typing up correspondence including letters, faxes, minutes and memos.
* Offering a warm and friendly welcome to any visitors.
* Sorting and distributing incoming post.
* Receiving and redirecting telephone calls.
* Raising and progressing purchase orders.
* Booking travel and accommodation for senior managers.
* Updating office manuals and brochures.
* Managing electronic and printed files.

**Core skills**

* Strong organisational, administrative and general office skills
* Customer service orientation
* Workload and time management
* Broad knowledge and experience of Microsoft Office
* Dedicated and driven and always on task
* Confident communicator

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| **Office Skills:** | *Office Management*  *Records Management*  *Database Administration* | *Spreadsheets/Reports*  *Event Management*  *Calendaring* | *Front-Desk Reception*  *Executive Support*  *Travel Coordination* |
| **Computer Skills:**  **Language Skills:** | *MS Word*  *MS Excel*  *MS PowerPoint*  ***Albanian*** *(Mother Tongue)*  ***English*** *(Proficient User)*  ***French & Italian*** *(Independent User)* | *MS Outlook*  *MS Access*  *MS Project* | *MS Publisher*  *FileMaker Pro*  *Windows* |

**Education**

**Polytechnic University of Tirana, Albania**

*(2009 – 2014)*  
Bachelors Degree in Mathematical Engineering, Faculty of Mathematical Engineering and Physics Engineering

**Shaw Academy, UK**

*(Diploma issued in September 2016)*

Diploma in Nutrition Course (online – with grade of distinction)