

Leinster , LE24 7ab

07700 900000 • 0116 0000000

aliciasmith@gmail.com

PROFILE SUMMARY

A professional and meticulous Personal Assistant with comprehensive experience in PA and Secretarial Roles. Highly organised and efficient, with an effective approach to projects. Able to manage own time effectively, and prioritise workload, with experience at working to tight deadlines and under pressure. Friendly and sociable, excellent interpersonal and customer relations skills.

Now seeking a more challenging role with opportunities for personal development, perhaps in a large multinational organisation.

KEY SKILLS

- Ability to work on own initiative when required, also effective team member
- Extremely competent in Microsoft Office, including Excel, Word and PowerPoint
- Typing speed 90 words per minute
- Highly organised and efficient
- Excellent communication skills, both written and verbal
- Polite and professional manner
- Attention to detail

EDUCATION

College of Leinster 1990 - 1992

Secretarial Skills

Queen Anne School, Leinster 1985 - 1990

8 GCSEs A* - C grade including English, Maths and Science

PROFESSIONAL EXPERIENCE

ABC company P A to Director Jan 2010- Present

Key responsibilities include managing director's diary, controlling itinerary, handling calls and emails, taking meeting notes, proactively following up projects and tasks, creating PowerPoint presentations, typing correspondence and documentation and organising meetings.

Worked with web developer to produce online automated process to handle customer orders.

Implemented an online customer service process. Implemented an online shared calendar which all staff can access.

XYZ telecoms Ltd PA to Personnel manager Dec 2005 – Dec 2010

Key responsibilities included diary management, handling calls and emails, creating presentations and taking, circulating and following up meeting minutes.

Managed performance appraisal calendar and records for the company. Handled requests from staff for HR representatives to be present at meetings, and arranged attendance. Responsible for holiday records throughout the company.

In addition to these responsibilities, additional duties as first aid officer for the company were undertaken.

DEF ltd

Receptionist

Jan 2003 – Dec 2005

Responsible for creating a professional but warm first impression of the company to visitors and clients. Ensuring visitors book signed and badges allocated. Managed all incoming phone calls, parcels and post, and distributed them to relevant departments. Organised stationary orders for the company, maintained appearance of the reception area. Ensured that all security procedures were followed when handing over to the security team in the evening.

New Road Leisure Industries

Secretary

June 2000 – Dec 2003

Responsible for dealing with all incoming calls, and customer service emails. Typed documents and correspondence, dealt with post and general enquiries.

AFFILIATIONS

Accredited member of APA (Association of Personal Assistants)
Fellow of the institute of PA's

OTHER INFORMATION

Hobbies & Interests

Girl Scout Leader, where I enjoy the teamwork and leadership aspects.

Driving License held

References are available on request.