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Summary

Every organisation, in my opinion, needs at least somebody to ensure that all the "i"s and "t"s are crossed. For me, nothing is impossible, as I consider myself to be a hardworking and optimistic person.

I believe in a brighter future where I can make a difference every day via my work and the connections I establish with others. I will always be ready to learn new things and to share my knowledge and optimistic attitude with everyone around me. I also enjoy persuading people and contributing to the evolution of a good idea into a terrific idea. I have a great work ethic, I am quick to learn, and I adapt well to new situations.

I absolutely love connecting with people who are passionate about making a difference for a cause they care about.

My motto: "Someone who works exclusively for himself is like wood, whose grain does not drop"

Experience

Placement Coordinator Supervisor

Ministry of Justice UK

Oct 2023 - Present (2 months)

This is a weekend-only part-time position. Activities, Duties, and Responsibilities:

Finding and assessing a wide range of suitable Community Payback placements, including those providing an opportunity for service user training and future employment and placements appropriate for people with protective characteristics

Assessing the viability of income generation opportunities within new placements, discussing with beneficiaries, and managing the process to maximise this potential

Completing a schedule of safe working practices for work and creating a project file under Health and safety standards.

Promoting positive relationships with beneficiaries/ stakeholders; including meetings and site visits as required to manage customer/stakeholder relationships and promote a positive perception of the PS with community networks.

Ensuring that a safe working environment for staff, service users, and beneficiaries is maintained on all Community Payback work sites in compliance with Health and Safety legislation and PS policy.

Ensuring that placements remain compliant with quality requirements and taking action as required to improve or discontinue placements where quality standards cannot be met.

Liaising with probation practitioners as necessary to exchange information and maintain appropriate working arrangements.

Recruiting, supporting, and coordinating Mentors who will encourage service user compliance, engagement, and access to local support networks

Library Office Services Manager

The London School of Economics and Political Science (LSE)

May 2022 - Present (1 year 7 months)

Managing and delivering Organisational Development trainings (Lightning Talks & Skills Swap) for LSE Library staff.

Act as the budget holder for the Library Directorate & Learning & Development, planning and managing expenditures in line with School regulations.

Plan and manage the Library's compliance with health and safety and fire evacuation procedures, managing the fire wardens and first aiders, and leading liaison with School Health and Safety team.

Co-chair the Library's data protection working group, ensuring that data protection regulations are followed and that Library staff are trained and understand the regulations.

Support the Library Operations Manager in managing the Library's business continuity procedures, including maintaining the business continuity plan, risk assessments, and risk register.

Work with the Operations Manager and Projects Development Officer to manage the library operations and development plan, and plan the monthly Library Management Team agenda.

Manage central support services so that Library staff are able to work effectively and efficiently to deliver Library services. Lead specific projects from the Library operational plan and represent the Library on School-wide initiatives.

Line manage project staff as required and ensure the effective motivation and delivery of objectives by cross-Library teams of staff.

Provide executive support services to the Library Leadership Team, including acting as the Director's personal assistant. This includes planning and organising internal and external events, carrying out research in support of new initiatives, & liaising with external professional networks.

Build strong relationships with colleagues in other service divisions, HR, Finance, Estates, Secretary's Division, and LSE Communications & act as a key contact point for the Library.

Maintain confidentiality, high professional standards, & a high level of discretion at all times, including compliance with data protection requirements.

LSE **Personal Assistant to the Director of The British Library of Political and Economic Science**

The London School of Economics and Political Science (LSE)

Jan 2019 - Jul 2022 (3 years 7 months)

Founded in 1895 the London School of Economics and Political Science (LSE) is one of the foremost social science universities in the world. The Library of LSE provides one of the best social science collections in any university – supporting the research and teaching of LSE, as well as opening its doors to the wider world.

Personal Assistant responsibilities:

Proactively and empathetically manage the day-to-day diary and in-tray of the Director of LSE Library, resolving frequent competing interests, priorities and changes, and ensuring resulting actions are communicated and progressed accordingly.

Manage the Director's professional agenda, developing and implementing a plan for the most effective and efficient use of their time and energy, with reference to the long-term strategy of LSE Library.

Responsibility for managing routine correspondence and requests by preparing, editing and formatting draft responses for approval by the Director, as appropriate.

Advise the Director on relevant internal School administrative processes and procedures, ensuring that the Director is well prepared for meetings and other activities requiring their attention, including Academic Board, School committees and other groups relating to LSE Library.

Research, carry out information analysis and manage ad hoc projects, to support the workload of the Director, with the ability to interpret, collate, draft and present findings coherently and accurately in an appropriate format.

Responsibility for drafting communication on behalf of the Director and the Library Leadership team, including oversight of shared internal departmental-wide communication channels.

Manage recruitment and induction processes for new staff, acting as the first point of contact to advise and support Library managers, ensuring correct HR recruitment processes and procedures are adhered to. Work in close liaison with HR and the Library Departmental Manager to resolve queries.

Fundraising Manager & TV Program Director & Presenter

ALBUKtv

Sep 2018 - Jan 2021 (2 years 5 months)

Following two terrible earthquakes in Albania in September and November 2019, myself and the Albanian community ALBUK Tv launched a fundraising campaign to raise funds for such earthquake-affected families. The organisation "Sir Robert McAlpine" also joined this campaign.

We were successful in raising a total of £10,000. This amount was converted into Albanian Lek and equal to 10 million Albanian Lek. As the fundraiser's manager and the moderator of ALBUK Tv, I travelled to Albania to personally deliver the collected funds to 15 poorer families and to produce the documentary which has since become available on You Tube. <https://youtu.be/-A0JBu-4bMk>.

It was an unforgettable experience to see in these families' eyes tears of pain from the powerful earthquake that shattered everything they owned, in addition to tears of delight at receiving the donations.

During my time at Albanian community in UK Media i also was a TV presenter/ producer & moderator.

My duties involved:

Managing & producing several documentaries & programmes for the Albanian community worldwide.

Communication & PR

Fundraising events

Research and Writing

Interview/ Interpersonal & Journalist

Scheme Manager (Weekend Sheltered Scheme)

Clarion Housing Group

Sep 2017 - Dec 2018 (1 year 4 months)

Clarion housing group provides homes for those who need them most. With more than 350,000 residents in the UK, Clarion housing group is biggest housing association.

Clarion Futures, charitable foundation, runs one of the country's biggest social investment programmes – transforming the lives of residents and their communities.

This was weekends only, part time position:

Undertaking basic needs & risk assessments with prospective new residents.

Implemented support plans and proactively promoted technology enabling existing and new customers to remain independent in their own homes.

Weekend responsibility for the smooth running of the scheme ensuring that residents receive the appropriate support and services.

Ensured that support plans are completed and updated as required to set targets.

Contacted residents personally or as identified in their support plan to check they are safe and well.

Followed the procedures regarding the Safeguarding of Vulnerable Adults.

Resolved any general queries/disputes relating to residents, and brief the Project Manager on unresolved issues.

Encouraged social interaction of residents through events and meetings within own Sheltered Housing Scheme/s and externally.

Engaged with residents to understand their priorities.

Informed Centra Pulse of new resident details or any changes.



Executive Personal Assistant

Central YMCA

Jul 2017 - Dec 2018 (1 year 6 months)

Established in London in 1844, Central YMCA is the founding Association of what quickly became a worldwide youth movement, now active in some 120 countries with 60 million members across the globe.

Each individual YMCA is an independent charity, most of which focus their energies and skills within their own communities and provide many examples of superb, responsive local work. Central YMCA, however, operates not only locally, but also nationally and internationally through its five core operations.

My key responsibilities were:

Organising & Managing Leadership Team Away Days for Learning & Development purpose.

Provide confidential, diplomatic and discreet secretarial and managerial support to the Chief Executive, Group Finance Director, Group Education, Skills Director and acts as the main point of contact to the Board of Trustees.

Supports with the planning, coordination, and logistics of internal charity events and projects.

Ensure that the Board is in possession of all relevant documentation in order for them to undertake their governance responsibilities as effectively as possible.

Undertakes and contributes to projects in support of the Strategic Leadership Team and the Group Project & Governance Manager.

Liaising with relevant stakeholders produces reports on the status of own projects to feed into the Group reporting structure.

Develops systems & procedures to provide an efficient and effective office environment & implements new ideas to solve problems and bring about improvements to services and resources.

In conjunction with the HR department & Facilities team, oversees and manages the LMS security procedures, ensuring they are fit for purpose and effective and manages the implementation of changes.



Executive Assistant to the Directors

Sociable Pharma

Mar 2016 - Jul 2017 (1 year 5 months)

Sociable Pharma combines continuous market research, in-depth disease knowledge, and expert market understanding to produce cost-effective, commercially-focused insights for each client. We align our research & analysis programs with our clients' intelligence & research priorities, ensuring that each client receives high value, customized analysis.

My key responsibilities were:

Organise & Manage team trainings for researchers & analysts.

Act as the point of contact between the Directors and clients.

Effectively handle Board of Directors related activities and communications with a high degree of professionalism, accuracy and confidentiality.

Managing project management work and key streams of work in relation to Business Plan development

Creating & processing invoices using the company's accounting software.

Processing team members' expenses ready for approval by Directors.

Organizing company travel bookings (including flights and accommodation, conference registration)

Supporting the company's marketing initiatives.
Supporting the Directors with the recruitment of new team members.
Assist with recruitment administration: submission of initial documents; storing CVs; contacting candidates; scheduling candidate interviews, both directly and through the relevant search companies.
Processing Market Research payments and ensuring that all records are maintained accurately and according to best practice guidelines.
Ensuring that Bills are approved for payment and processed on the company's accounting system.
Be the main point of contact for external office suppliers.
Ensuring that the office runs smoothly.
Maintains customer confidence and protects operations by keeping information confidential.
Ensuring all maintenance issues are escalated quickly, including IT issues, office facilities.
Supporting team engagement activities by helping to organize social events.
Review operating practices and implement improvements where necessary.



PA to Finance & Operations Director/ Admissions Officer

The Petchey Academy, Hackney

Sep 2010 - Mar 2016 (5 years 7 months)

The Petchey Academy was established in 2006 on the site of the former Kingsland School with generous sponsorship from Sir Jack Petchey CBE, one of the UK's most successful businessmen and philanthropists. The academy was one of the first wave of Sponsor Academies created to address poor educational standards in inner city areas.

Develop innovative communication strategies, recruitment strategies and enrolment plans in coordination with senior management to attract and enrol more students.
Ensure all pupil and admissions records are accurate, & routinely checked and reconciled against other relevant systems to ensure data consistency and integrity.
Participate in all recruitment events, open days/evenings, school fairs, information sessions, exhibitions, school visits and off-campus events.
Coordinating the interview process and to maintain confidentiality at all times.
Review all the students' applications and refer the students to the Local Authority if required.
Manage the procedures relating to pupil transfers in accordance with school and Local Authority policy.
Train new staff and coordinate office roles duty cover.
Being responsible for effective communication with the Data Manager in order to ensure timetables are available for admissions and that students leaving are removed from data tracking sheets.
Supporting the annual primary to secondary transfer process by supporting the ranking of incoming students in order to group students effectively; ensuring all relevant student records are imported into SIMs and that details are checked for accuracy.
Managing the 14-19 Bursary Grant by writing letters to students about their assessment outcomes and entering data onto SIMs.
Ensuring school places are offered/refused and managed in accordance with the admission arrangements, scheme & in accordance with the academy admission criteria.



PA to Finance & Operations Director/ Exclusions Coordinator

The Petchey Academy, Hackney

Sep 2010 - Oct 2014 (4 years 2 months)

Provide timely and effective operation of secretarial and administrative support to Finance & Operations Director and other members of Leadership Group (LG) (where appropriate and in the absence of the Leadership Administrator), in accordance with good secretarial practice.

Ensure the effective operation of the Finance & Operations Director's personal office to ensure the efficient discharge of functions to Governors, external agencies, teachers and parents including, room bookings, hospitality arrangements and general management of the Finance & Operations Director's diary and events.

Demonstrate quality customer service through maintaining good relationships and high standards of written communication with staff, parents, governors, contractors' representatives and external agencies in order to promote the objectives of the School.

Support the Finance & Operations Director with day to day tasks and projects across HR, Finance and the other support staff team functions.

Support the Finance & Operations Director to provide governors with adhoc documents and management information for governor meetings as required.

Assist the School by maintaining good relationships with staff, parents, governors, contractors representatives and external agencies in order to promote the objectives of the School.

Maintain school documentation as required, including the School Development Plan and other policies.

Complete and submit complex forms, returns, including those to external agencies such as the DFE.

Analyse data and produce reports.

Undertake research projects which may require research and analysis of a variety of information.

Contribute to developments of systems, procedures and policies.

Assist with marketing and promotion of the school.

Ensure the office systems are set up and operate effectively, including to ensure all deadlines and quality standards are met.

Liaise with Governors and Inclusion Manager regarding exclusions and student disciplinary panels.



Office Administrator/ Secretary

The Petchey Academy, Hackney

Sep 2010 - Aug 2012 (2 years)

Provided administrative support to an academic team and teachers;

Work collaboratively with HR Operations and central teams to deliver a seamless, cohesive, and fit for purpose service.

Work in partnership with the management team of the academy to understand the key performance issues and objectives for how people issues should be handled.

Drafted and interpreted regulations and dealt with queries and complaints procedures

Welfare support as required including liaison with staff and/or parents.

Provided administrative support for examinations including data inputting.

Liaised with partner institutions, other institutions, external agencies, government departments and prospective students

Reception duties including answering telephone and responding to standard queries and enquiries and dealing with visitors where appropriate on behalf of Principal.



Executive Office Administrator

Haringey Council

Sep 2008 - Aug 2010 (2 years)

Undertaken reception duties, acted as first point of contact in response to telephone and face-to-face enquiries, ensured all visitors followed correct signing in and out procedures

Ensured telephone and gate is answered quickly, dealt with queries and relayed messages accurately
Provided administrative support e.g. photocopying, filing, producing basic letters and other IT tasks as required

Acted as a point of contact for sick pupils, liaised with staff and parents/carers, prepared to administer medication where required according to school policy

Administered First Aid. Maintained accurate records of any accidents which may occur on school premises

Assisted with arrangements for visitors to school e.g. photographer, school nurse. Hosted for senior staff and visitors

Assisted with regular newsletters and weekly internal bulletins in consultation with the Administrator

Assisted with arrangements for school trips and events, collected and collated monies and consent forms

Shift Team Leader/ Customer Service

The Bagel House Café

Feb 2006 - Aug 2008 (2 years 7 months)

Part-time Thursday, Friday & Saturday:- 6am 2pm (incl some night shifts):

Setting up the bakery shop ready for the day,

Displaying the bakery and patisserie items.

Comply with H&S food regulations,

Advising customers & Taking orders while paying close attention to detail (e.g. allergens, dietary preferences),

Training new staff

Maintaining a safe food storage system

Storing food safely

Keeping the service areas clean/tidy,

Maintaining stock,

Communicating customer feedback to managers,

Cashier & Till changing,

CUSTOMER SERVICE LIAISON

GiGi's Playhouse Inc.- Down Syndrome Achievement Centers

Feb 2001 - Aug 2002 (1 year 7 months)

Received and triaged high volume of telephone calls for the managed care organization from customers such as, patients, physicians, staff, outside organizations, regulatory agencies, and the general public.

Provided information and referrals, answered questions, scheduled physician appointments, resolved patient billing issues, and handled complaints. Acted as a liaison between the customer and the organization.

Responsible for the resolution of all member/patient services issues; serves as a liaison between members and Montefiore CMO, MMC and external managed care organizations.

I utilized computerized database system (with multiple programs), departmental contacts, published internal and external documents and independent judgment in order to respond to all customer needs.

PA/ Receptionist

Dermatologic Laser Center

Feb 1998 - Nov 2000 (2 years 10 months)

Greeted patients and visitors, in person or on the telephone; answer or refer inquiries.

- Optimized patients' satisfaction and treatment room utilization by accurately scheduling appointments in person or by telephone.
 - Maintained patient records and accounts
 - Maintained confidentiality of patient information
 - Possessed tact, maturity and the ability and willingness to functioned as part of a team.
- Multi-tasking, Flexibility, Telephone Skills, Customer Service, Time Management, Organization, Attention to Detail, Scheduling, Word Processing , Professionalism, Quality Focus

Education



Birkbeck, University of London

Bachelor of Science in Business Psychology, Business Psychology

Oct 2020 - Jul 2024

Workplace Health and Wellbeing

Buyer Behaviour

Group Processes in Organizations

Organizational Behaviour

Advanced research methods

Individual Differences and Psychometrics

Motivation, Engagement and Job Design

Organizational Change

Psychopathology and Work

Careers and Counselling at Work

Learning and Employee Development



Lewisham Southwark College- LeSoCo

Level 3 NVQ Diploma in Customer Service

2012 - 2013

Plan, organise and control customer service operations

Develop a customer service strategy for a part of an organisation

Demonstrate understanding of the rules that impact on improvements in customer service

Demonstrate understanding of customer service

Give customers a positive impression of yourself and your organisation

Deal with customers face to face

Make customer service environmentally friendly and sustainable



Hackney Community College

Associate's degree, Legal Studies & International Technology Management (INT) & Business Administration

2006 - 2010

Human Rights and International Criminal Law

Law and Development, Commercial and Philanthropic Financing and IFIs

United Nations and International Organizations Law

Technology Management

Organisations, People & Performance

Global Business Environment



Athens University of Economics and Business

Business Administration, Management and Operations, Business Administration,
Management and Operations

1998 - 2001



Dhaskal Todri, Elbasan

Secondary school

1995 - 1997



Onufri, Elbasan

Primary school

1987 - 1995

Licenses & Certifications



The Perfect Personal Assistant - Osiris Educational



Business and Administration - OCR

B0646682/260581



Advanced Level 4 in Customer Service in the Business Skills Sector - Instructus Skills



Level 4 IT Diploma for IT Users - City & Guilds

0605387469



Exam Invigilator - International Examination Officers' Association [now closed]

10608



Level 3 Award in First Aid at Work (QCF) - London Ambulance Service NHS Trust




Outstanding Participation in Progress & Attainment 8





Employability Skills Level 3 - NVQ Training & Consultancy Services Ltd



Effective Minute Taking - INSTITUTE OF CHARTERED SECRETARIES AND ADMINISTRATORS (THE)

 **Assertive Communication Skills** - The London School of Economics and Political Science (LSE)

 **Minibus driver 7.0 meters** - Hackney Community Transport

 **Exclusions Appeals** - Education Appeals Dotcom

 **Staff Management & Managing Performance workshop** - The London School of Economics and Political Science (LSE)

 **Interior Designer** - New Skills Academy

 **British Sign Language (BSL)** - Lead Academy

 **Life Coach** - Global Woman Leader

Skills

Coaching • Training & Development • Communication • Team Management • Fundraising • Charity Governance • Charity Events • Board Governance • Information Security Governance • Diary Management