

Susan Mark

Executive Assistant / Administrative Specialist / Bid Writer / Virtual Assistant / Customer Service / Researcher

Lagos

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I'm a self-motivated and performance-driven Administrative Specialist with 12 years of experience in managing administrative office operations and I find it exciting to implement new ideas and see them through to fruition and make a positive contribution to the success and growth of a dynamic organization while enjoying job satisfaction.

I have a good knowledge of Microsoft office suite, Google Workspace, Slack, Trello, Asana, Teams, Sage , and Zoom and can work independently or as part of a team and ability to multitask

Personal Details

Currently Employed: Yes

Highest Level of Education: Master's

NYSC Status: Completed

Work Experience

Administrative Specialist

Strategic Outcomes Limited - Lagos

May 2023 to Present

- Manages the day-to-day office operations.
- Provide Administrative support for the manager and team members
- Schedule meetings, interviews, and training.
- Assist in the onboarding process of new employees and ensure work tools are provided before resumption.
- Assist in the recruitment process and interview.
- In charge of introducing new employees to the staff member and office tour.
- Raising memos for fund requests and petty cash vouchers.
- Maintain employees up to date records, complaints, and leaves.
- Book flight, travel arrangements, and hotel reservation
- Email management and preparing reports.
- Handles the office's monthly Internet subscription, renewal of clubs membership for the CEO and top executive.
- Handles the organization's vehicle papers licensing, road worthiness, insurance and car services.
- Procurement of office furniture, equipment, and stationeries
- Office maintenance and supervision.
- Assist in project management.

Administrator / Bid Writer (Remote)

Proudtobeme (NGO) - London

July 2022 to Present

- Handle administrative tasks for the project manager and team members
- Lead project, budgeting and planning
- Organizing workshops and working with young people on building their self-esteem and learning new skills
- Diary management and arranging appointments, meetings, etc.
- In charge of fundraising, writing proposals and funding research
- Email management
- Conduct relevant research for ongoing and future projects
- Liaison with all company stakeholders
- General office management and data entry
- Arranging both internal and external events
- Maintaining the company social media accounts
- Providing administration support to other team members.
- Supporting the team with project organization and materials development
- Handles funding applications, tender and contracts
- Support with outreach work (including schools, youth organizations, universities, faith groups, community groups)
- Composing and posting online content for the company's social media page and website.
- Building strong relationships with customers.
- Preparing job descriptions, advertising vacant positions, and managing the employment process

Executive Assistant

DOPMI (NGO) - Accra

November 2019 to June 2022

- Managing daily operations and maintaining office supplies and records.
- Recruitment and interviewing of applicants
- In charge of arranging zoom calls with clients
- Oversees all the administrative tasks
- Coordinating, planning, and executing events.
- Assisting to create budgets, pay bills, oversee payrolls, and track and record income and expenditure
- Handling communications and publications, creating and distributing bulletins and newsletters.
- Building and maintaining relationships with the client

Virtual Executive Assistant

MK Realty - Lagos

February 2020 to March 2022

- Provide administrative and customer support, addressing inquiries and solving customer complaints
- Managing email correspondence and preparing reports.
- Customer follow-up and cold calling.
- Managing documentation and data entry
- Collaborate with the marketing team to develop marketing strategies
- Scheduling zoom meetings with clients and maintaining a positive relationship.
- Book flight tickets and hotel reservations.
- Manages the day to day activities of the CEO.

Finance / Admin Officer

World Mission Agency (NGO) - Bissau
October 2017 to November 2018

Monitor and record petty cash payments

- Handled Weekly and monthly report of income and expenditure
- Prepare travel vouchers
- Balance petty cash
- Manage database of other branches with proper data analysis on calls, emails and categorizing them according to location and request /complaints.
- Basic cashiering and bookkeeping duties
- Arranging meetings and appointment.

Administrative Manager

Dominion Enterprise Worldwide - Lagos
January 2015 to September 2017

Oversees and administers the day-to-day activities of the office; develops policies, procedures, and systems which ensure productive and efficient office operation.

- Sourcing and ordering stationeries and office equipment.
- Oversees administration procedures and documentation for the principal.
- Serves as the primary point of administrative contact and liaise with other offices, individuals, and clients.
- Organizes and facilitates meetings, conferences, and other special events and oversees the operation of office accounts, plans and monitors expenditures.
- Email management and calender Management

Custom Service / Sales Assistant

Air Liquide Nigeria Plc - Lagos
December 2012 to December 2014

- Handling of daily, weekly, monthly sales reports to Customer Relations Officer and Area Sale Manager and the sales team.
- Manage customers' accounts, keep records of customer interactions and transaction
- Posting of invoices on Sage Accpac ERP platform
- Invoicing and receiving order from customers
- Raising Foreign/Local Purchase Order.
- Collate all sales figure from depots on weekly basis
- Administrative and Secretarial Duties.

Executive Assistant

Air Liquide Nigeria Plc - Port Harcourt
August 2010 to December 2012

- Answer all incoming calls and redirect them or keep messages.
- Reads and screens incoming correspondence and reports.
- Handling of daily, weekly, monthly sales reports to Country sales Manager and sales executives.
- Attend to visitors and clients , helping them navigate through an office
- Book flight and plan travel arrangements

Executive Assistant

Machester Concept Limited - Port Harcourt

July 2008 to June 2009

- Receive incoming call and correspondence.
- Book flight and plan travel arrangements
- Photocopy and collate documents for the executives
- Attend to visitors and clients
- Handling of daily operations of the Executives.
- Draft meeting minutes

Education

Masters in Business Administration

University of Lagos - Lagos

January 2015 to December 2016

Bachelor of Science in Business Management

Kogi State University - Kogi

January 2005 to September 2008

Skills

- Customer service
- Microsoft Office
- Communication skills
- Administrative Skills
- Google Workplace
- Project Management
- Research Skills
- Grant Writing Skills
- Budgeting Skill

Certifications and Licenses

Nigeria Institute Of Management Chartered

JACCD Design Institute Africa Ghana - Certificate of Fashion Design

Executive Diploma in International Diplomacy and Protocol

Proficiency Certificate in Project Management

Certificate in International volunteering

Africa Agenda 2063 Goodwill Digital Ambassador