

RACHEL MUNRO

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Personal statement: A highly motivated and experienced professional, excellent administration and event management skills, extensive experience liaising with international clients and shareholders. A team player with a positive attitude. With a love of apps and new tech - anything to make administration seamless and less time consuming.

Roles and Experience: 20 years experience including Office Management with HR Responsibilities, Executive and Personal Support at Director level, Event Management and Marketing Coordination. Experience ranges from Startups to large Corporates.

Key Skills: Excellent organisation skills; the ability to carry out a number of tasks at the same time; good communication and people skills; a creative approach to problem-solving; high level of attention to detail; the ability to work under pressure and meet tight deadlines; good negotiation, sales and marketing skills.

IT Knowledge: G-Suite; MS Office (Word, Excel, PowerPoint, Access & Publisher); Outlook; Act; Photoshop; Google Analytics; Eurolink; In- Design; Quark; Adobe Acrobat; CRM; Concur; Salesforce; Contribute; Dotmailer; Survey Monkey; Basic HTML skills; Google Docs and Cvent.

Employment History

Virtual Assistant - Your Tech Savvy VA

(Nov 2020 to present) Freelance

- I have recently set up Your Tech Savvy VA providing Administrative and Marketing Support to Consultants and Coaches. Projects have included a variety of online marketing support using the Kartra platform, Social Media campaign strategy planning, updates to website pages, assisting with a fundraising campaign, creating landing pages and email sequences in Mailchimp and Mailerlite and general administrative tasks.

Office Manager/Executive Assistant to CEO, Mainstay Medical

(April 2020 to October 2020) Maternity Cover

- Due to COVID-19 the role has evolved into a remote support role, I have been involved with (but not limited too)
 - Remote onboarding (the company is growing rapidly due to FDA approval awarded in July) , managing all HR administration including company benefits, IT Support, Board liaison - management of online board meetings, Marketing activities including designing branded collateral.
 - Planning/coordinating company wide meetings via Zoom / conference lines
 - Diary management for the CEO and CFO + Administration support to the wider SMT.

Office Operations Manager/Executive Assistant to MD and Team of Directors, Mile High Labs International, Belfast

(July 2019 to January 2020) Position made redundant due to the company wide (USA and Europe) restructure.

Company was in start-up phase. I was responsible for Office Management and HR Support.

- Development and implementation operational policies and procedures including and devising an onboarding programme.
- Working with an external HR Consultant for recruitment.
- Helping to promote a company culture that encouraged high morale.
- Overseeing office budgeting, HR reporting, workspace planning, and H&S auditing.
- Attended several courses incl; HR Fundamentals and Equality Commission.
- Supporting the MD & wider team of Senior Managers with event planning and administration.

Training Events Coordinator, NIMDTA Northern Ireland Medical and Dental Training Agency, Belfast

(Mar 2019 to July 2019) Ongoing temporary position

- Official Job Title – Education Management Executive Officer (Band 4) assisting the Cross Departmental Education Management team with the planning, administration and organisation of a range of educational and training events for Trainees and Trainers.

EMEA Event/Roadshow Execution Manager, Citigroup, Belfast

(Oct 2018 to Feb 2019)

- Management of corporate roadshows across Europe (shareholder targeting, proposed schedules, inviting clients, executing all logistics and collecting all feedback).

Sales Administrator, Stanley Security, Belfast

(Oct 2017 – Oct 2018) Long term sickness leave cover

Executive Assistant to the Board of Directors, Douglas and Grahame Ltd, Belfast

(Aug 2017 – Oct 2017) Maternity Cover

- Organising overseas trips to Asia including all accommodation, transfers, internal travel, meeting coordination and visas. Acting as primary gatekeeper to the MD and represented the MD at any meeting he could not attend, and presented back all information gathered.

Operations Support to the Press and Policy Office, The Federation of Small Businesses, Belfast

(2016 – 2017)

- Responsible for the smooth running of the office, as a support to key executive staff and FSB members, and as a liaison with the FSB's head office. Event management, media and social media coordination, facilities management, dealing with general and client inquiries, maintaining internal office record, liaising with local politicians and their respective offices, as well as the media and leading figures and stakeholders from the local business community.

Freelance Events Manager, London

(2016) Freelance and Contract Roles

- Event Planner – IMEX Exhibitions, IMEX Gala Dinner (800 pre-seated guests).
- Onsite Event Manager - Health Network Communications (Terrapin) - The World Drug Safety Congress 2016 held in Munich (200 attendees, exhibition, conference, streams, speed networking sessions and roundtables).
- Event Coordinator - Centaur Media - The Future of Digital Marketing Conference (300 attendees), Corporate Receptions (Vision 100 for Marketing Week) and Awards Dinners (900 seated).
- Tesco National Charity Partnership - Coordination of events working with key stakeholders from British Heart Foundation, Diabetes UK and Tesco. Heavily involved with the inaugural Parliamentary Reception, which took place at Houses of Common, Strangers Dining room including a high-level guest list including MPs.

Executive Assistant to MD + Team of four BD Managers, Stenham Asset Management, London

(2015) Ongoing Temporary Position

- High level client liaison, gatekeeping for the MD; Travel coordination, meeting and diary management, expenses for a team of four; minute taking for various events including internal/ external meetings and PR meetings.

Executive Assistant to Two Directors + management team of five + Team support to 125 Project Managers, Mace Group, London

(2012 – 2014)

- Personal Support to two Directors and the Public Sector Management Team and support to the wider Public Sector team of 125 Project Managers.
- Management of all new starter onboarding.
- A key contact between Public Sector and the HR, Bid, Marketing Departments and Mace Group Board.
- Liaison with the Board PA's organising high level management meetings.
- Tender documentation support and tracking
- Organisation of meetings (internal and external), travel, compiling board packs, minute taking.
- Internal communication activities including organising quarterly communication sessions and fortnightly group e-newsletter, organised and co-ordinated an annual communications event for more than 150 members of staff and clients.

Event Planner/Marketing Executive, IMEX Exhibitions, Brighton, West Sussex

(2009 – 2012)

- IMEX Frankfurt Gala Dinner (800 guests) and IMEX America Gala Reception (600 guests); management from conception to completion. Guest lists, sponsorship, budget management, marketing, entertainment, menus and gift selection, onsite management, post event analysis etc.
- Liaison with a variety of parties including delegates, venue, suppliers, caterers and clients.
- On-site management of the setup, troubleshooting, H&S assessments and running of the event.
- Assisting with various seminars including delegate/work placement briefings and ensuring rooms are set up to correct specifications and producing in-depth post event analysis.
- Assisting the Organising committee with ad hoc support including updating the onsite staff manual, coordinating parking permits, liaising with contractors and exhibitors ensuring insurance policies were in place and dealing directly with Messe Frankfurt management.
- Assisting the Hosted Buyer and Sales Teams with calls and web portal updates.

- Content management of company website, coordinating social media activities, reciprocal weblink management and monthly web statistic reporting. Assisting the Press Office with circulation of press releases via email broadcast system, managing the production of marketing materials and survey coordination.

Personal Assistant to MD /Office Manager with HR Aspects overseeing 3 offices, Beane Pearce, London

(2007 – 2009)

- Project management of new office set up; organising company insurance policies; maintaining health and safety records; organising office maintenance and repairs; management of company car fleet (road tax, insurance etc); monitoring office budget and accounts payable; procurement of all office provisions; responsible for petty cash; reconciling company bank statements and team expenses; producing sales invoices.
- Maintaining company HR records; organising staff inductions; organising quarterly appraisals; booking training courses.
- Diary Management; organising travel; gate-keeping; organising personal affairs (insurance policies etc.); compiling sales letters; liaising with clients and solicitors; conducting compliance checks on future clients.
- Personal support to the Managing Partner including dealing with holiday home lets in Nice.
- Event organisation – client summer party (200 attendees) – including sourcing venue, stationery and hospitality to budget; management of company website (using content management system).
- Coordination of brochure production, managing the monthly company e-newsletter and advertising.

Freelance Business Support Roles, London (2004 - 2007)

- Experience gained in Beauty Industry; Property – Development and Architects; Family Offices & Multi Fund Managers

Receptionist, Aurum Funds, London (2000 - 2004)

Council Tax and Housing Benefits officer, New Forest District Council, Lymington, Hampshire (1994 - 1999)

Education - 11 GCSEs gained including Mathematics C, English Language B, English Literature C and Computer Studies A

References - are available upon request.