

# ELENA LOI

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## WORK EXPERIENCE

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### Support Worker

John Cabot House ▪ Jan 2017 – Present

Providing support for individuals with brain injury, within their daily activities. Implementing physio therapy in accordance to their physician's recorded procedure, in order to regain independence and a swift reinstatement within the community.

### Senior Administrator - Temporary Contract

Lloyds Banking ▪ Jun 2016 – Dec 2016

Processing notifications of bereavements and dealing with Lloyds Banking Group's customers' and clients' enquiries regarding different products such as Pension or Personal and Group Investment.

### Coordination Support – Temporary Contract

Space Engineering ▪ Feb 2016 – June 2016

Providing service control of engineering resource and sub-contractors whilst achieving the tasks within "Service Level Agreements". Managing supply chain partners and recording information on internal database systems. Coordinating high priority escalations from the client and business critical system outages with suppliers. Communicating technical information and registering updates on clients own systems.

### Corporate Advisory Support

Trigon Pensions Ltd. ▪ Nov 2015 – Jan 2016

Providing assistance to team members including advisors. Drafting letters, writing emails, answering and dealing with telephone enquiries. Maintaining and developing records. Dealing with the day to day administration of group death in service group income protection and healthcare schemes. Confirming benefit specification and obtaining membership data for schemes. Co-coordinating, checking and issuing of scheme renewal accounts to clients. Dealing with any claims that arise. Dealing with scheme market reviews at regular intervals including scheme design, full market research and collation of results.

### Administrative Assistant

Swinton Group Ltd. ▪ Nov 2013 – Oct 2015

Performing administrative duties for the executive management, including the preparation of reports and financial data sheets and executive summaries. Managing calendars, making travel and meeting arrangements, screening calls and caring for the customer relations overall. Training and supervising support and administration staff.

### Personal Assistant and Administrator

Goulielmos and Partners Law Firm ▪ Jun 2011 – Oct 2013

Writing reports, executive summaries and newsletters. Organizing travel and preparing travel itineraries. Managing diaries, handling emails and correspondence of numerous principals and staff. Commissioning work on the principal's behalf. Liaising directly with the clients, organizing and managing events. Conducting researches and preparing material for presentations and meetings. Sourcing and ordering stationery and office equipment. Managing projects and budgets.

### Handling Agent

Swissport ▪ Seasonal 2002 - 2009

Dealing with passenger enquiries about flight departures and arrivals. Responsible for the checking in process of the travellers, the provision of boarding passes and the plane boarding through the use of CRS and DSS systems. Caring for people with special needs, the elderly and unaccompanied children. Liaising with immigration and customs control.

### Administrative Assistant

IEK Akmi IVT ▪ Oct 2006 – Jun 2009

Answering the phone and passing on messages. Greeting visitors at reception and issuing name badges. Typing letters, reports and other documents. Dealing with incoming and outgoing post and emails. Keeping clerical and computerized records of pupils and staff. Printing, photocopying and ordering equipment and stationery. Paying invoices and banking cash.

## Personal Assistant and Administrator

Aspiotis Maritime Ltd. ▪ Sep 2005 – Aug 2006

Supporting the company's manager and his senior Administrator. Answering telephone s and give information to callers, take messages or transfer calls to the appropriate individuals. Compose, type and distribute meeting notes, correspondence and reports. Schedule and confirm appointments for clients, customers or supervisors. Liaising, visiting with the public sector services in regards to the company's needs.

## EDUCATION

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### Diploma of Multimedia Applications Programming

Technologies IEK Akmi IVT, Greece ▪ 2005

### GCSE (Human Biology, Psychology, English & Literature, Chemistry, Physics)

Norwich City College, UK ▪ 2000

## LANGUAGES / DIPLOMAS

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- English (Native):
  - Proficiency ECPE - University of Michigan (2010)
  - First Certificate in English - University of Cambridge (1992)
- Greek (Native)
- German (Basic)
- Spanish (Basic)

## SKILLS

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- **Administration:** Microsoft Office, reporting, budgeting, administration staff training and supervising, diary management, client communication
- **Programming:** Visual Basic, Pascal
- **Multimedia:** 3d Studio Max, Adobe Photoshop, Adobe Premier, Macromedia Director, Macromedia Flash, Cool Edit
- **Operating Systems:** Microsoft Windows, UNIX

## PROJECTS

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### AMD Corporation

Technologies IEK Akmi IVT, Greece ▪ 2005

A multimedia presentation of the "AMD Corporation" and its technologies as part of my project thesis.

### Film Trailer

2005

A creation of a film trailer developed and edited with Adobe Premier Pro.

### Video Clip Subtitling

2005

A provision of subtitling in video clip with the use of Adobe Premier Pro.

## SEMINARS

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### Dell Manufacturing Pipeline

Dell Computer System S.A. ▪ Mar 2004

### Voice Over IP

Hellas On Line ▪ Feb 2004

### Setup & Maintaining a Personal Computer

Dr. Stylianos Horianopoulos ▪ Jan 2004