

ANGELA SHALHOUB

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QUALIFICATIONS

- Diploma of Human Resources Management
- Diploma of Event Management
- Certificate IV in Training & Assessment (TAE)
- Certificate III Marketing & Advertising
- Working With Children Check: WWC0001125E

EXPERIENCE

Under The Hammer Training

Operations & Project Manager | January 2015 – September 2019

- Managing and training administration staff to ensure productivity and efficiency within their role
- Managing and coordinating trainers and external contracts, including class schedules and rosters
- Managing student enrolment processes for training and providing guidance when required
- Providing PA work to Principal including diary management, screening phone calls, booking travel arrangements and attending to general needs
- Liaising with Principal to further success and goals of the business, then implementing practices
- Project Management for VETtrak (Student Management System):
 - Learning system and implementing to the team, providing training and ongoing support
 - Implementing the use of online facilities such as web enrolments, trainer & student portals, payment facilities and online schedules
 - Implementing the use of invoicing facilities including creating invoice templates, setting up fee structures, creating custom reports and setting up merge templates
- Project Management for Canvas (Learner Management System):
 - Learning system and implementing to the team, providing training and ongoing support
 - Building course material and publishing courses for online use
 - Mentoring and guiding staff and students on how to use the online portal
 - Implementing processes to improve student experiences and ease of training
- Facilities Management of all office and building related matters, including running office IT
- Creating and designing all company marketing including eNewsletters, brochures, advertisements
- Managing client relationships and ensuring they are provided optimal service from our team
- Human Resources Management, including:
 - Onboarding of new staff members, providing office tours and briefing of all procedures
 - Managing recruitment requirements, including placing advertisements, screening candidates, interviewing and making decisions on the selection process
 - Drafting up documentation including contracts, notices and confidential matters
 - Handling all staff concerns and liaising with Principal on confidential matters
 - Managing performance and salary reviews with Principal
 - Implementing and enforcing new policies and procedures to enhance office working environment, including creating an employee manual guideline
 - Managing Workplace Health & Safety according to workplace procedures and practice
- Organising and running all company events including training workshops, corporate meetings and social events
- Additional Ad Hoc duties as required

EXPERIENCE (CONT.)

The Buchan Group

Administration Manager | September 2013 – January 2015

- Providing EA support to two Principals, including diary management, screening phone calls, booking travel arrangements and attending to their general needs
- Managing administration staff and junior architects, including mentoring and guiding them within their roles
- Human Resources Representative for the Sydney office, including:
 - Welcoming and setting up of new staff members, preparing paperwork, providing office tours and briefing of all procedures in a sensitive and professional manner
 - Managing staff leave requests and the impact on project resourcing
 - Approving staff timesheets and checking proper allocation of hours against projects
 - Organising and attending staff performance and salary reviews
 - Managing all recruitment requirements, including scheduling and attending interviews
 - Handling all staff concerns and liaising with Brisbane Head Office on confidential matters
 - Managing Workplace Health & Safety according to workplace procedures and practice
 - Implementing and updating all company policies on a regular basis
- Attending management meetings and taking minutes, and actioning any requests from managers
- Managing all building and facilities related matters, and liaising with external contractors
- Managing all IT matters for the Sydney office, and liaising with Brisbane IT on a daily basis
- Managing relationships with all service providers and clients
- Managing staff resourcing and project allocations on a weekly basis according to requirements
- Organising and running all company social and charity events
- Additional Ad Hoc duties as required

South Sydney Rabbitohs

Office Manager | February 2009 – September 2013

- Managing administration staff and supervising their duties
- HR duties, including welcoming and setting up of new staff members, preparing paperwork, providing office tours and briefing of all procedures
- Attending to the needs of directors, executives and NRL players, including screening phone calls, diary management and assisting with general requests.
- Office and facilities management, including coordinating all club service providers and clients
- Handling all internal IT issues and liaising with external IT company when required
- Managing and running office relocation, including liaising with all contractors, organising quotes, setting up phone lines and computer, and ensuring everything ready prior to moving
- Undertaking Risk Management Assessment and getting the office up to code, including setting up procedures and alarms, training staff and preparing evacuation documents
- Assisting with fortnightly payroll, including preparing and calculating all details for staff leave, benefits and bonuses in a confidential manner
- Preparing budgets for the upcoming year and liaising with Finance Manager to improve costs
- Managing and ensuring server is working up to code, including changing daily backup tapes
- Organising staff events and running the Social Committee
- Additional Ad Hoc Duties as required

ADDITIONAL PRIOR EXPERIENCE

Smith, White, Sharma & Halpern Law Firm (located in Atlanta, GA, USA)**Administration Assistant | January 2008 – December 2008****Prince of Wales Private Hospital****Administration Officer | October 2005 – December 2007****Maroubra Medical Centre****Assistant Practice Manager | December 1999 – October 2005**

SKILLS AND ABILITIES

- Excellent communication skills
- Excellent organisational skills
- Excellent attention to detail
- Able to multi-task and work to a deadline
- Able to learn new systems quickly and efficiently
- Able to build strong relationships between colleagues and clients
- Enthusiastic and willing to learn

TECHNOLOGY SKILLS

Office

- PC and Mac operating systems
- MS Office suite
- G-Suite
- Xero

Project Management

- Monday.com
- Metricool
- Hubspot
- Trello

Design

- Canva
- Wix, WordPress, Shopify, Squarespace
- Adobe InDesign, Illustrator, Acrobat

Other

- Zanda (Booking System)
- Halaxy (Booking System)
- VETtrak (Student Management System)
- Canvas (Learner Management System)

REFERENCES

Available upon request