CURRICULUM VITAE

Eirini NEOFYTOU

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**Objective**

Administrator-Team Assistant at WHO HQ or other International Organization

**Expertise**

Administration, Administrative Support, Language Sciences, Translation English-French-Greek, Official document review - formatting –

proof reading - archiving, Social Media, Public Relations, Telecommunications, International Relations

# EXPERIENCE

## Secretary (50%), G4, at the WMO Staff Association under the WMO Staff Association President and Staff Committee, Geneva, Switzerland, October 2022-October 2023

1. Maintain the Staff Association (SA) office and respond to questions and inquiries from Staff
2. Provide assistance and coordination in support of planning and implementation of activities and events of the SA
3. Assist in the coordination and organization of the SA General Assembly and other SA meetings
4. Support and coordinate communications and activities with the Federation of International Civil Servants' Associations (FICSA)
5. In coordination with the Staff Secretary, maintain the documents of the SA, including the provision of key documents to the WMO information system
6. Assist in the holding of Staff Committee and staff representative nomination processes and elections
7. Coordinate subscriptions of staff as financial members of the SA
8. Attend meetings of the Staff Committee and report on activities of the SA Office
9. Maintain a record of transactions from the SA Office cash accounts and routinely report on its status to the Staff Treasurer
10. With the Staff Secretary, develop and coordinate the communications from the Staff Committee to Staff
11. Work with designated Staff Committee members to organize and coordinate activities and services of the SA, including the operation and maintenance of the Gym and the Activities Room
12. Assist the staff representative to AMICALE with communications to and meetings of AMICALE
13. Carry out other relevant duties as required

## Administrative Assistant- Consultant under the Head of the Private Sector Engagement Department, the Global Fund to Fight AIDS, Tuberculosis and Malaria, Geneva, Switzerland, July 2022-September 2022

* 1. Provide a range of administrative support services to the Department’s Head and the respective team.
  2. Responsible for the overall team coordination of administrative, personnel/human resources and financial process across the department
  3. Manage email correspondence; set follow-up dates; organize follow-up responses to incoming communications & draft administrative correspondence
  4. Organize and coordinate the department’s meetings, take notes, prepare minutes and records of decisions
  5. Organize and maintain the Department’s SharePoint site
  6. Maintain the team’s travel plans, make travel arrangements, monitor staff movements, leave and entitlements,

organize events and handle all related logistics.

* 1. Liaise with both internal and external stakeholders to ensure information exchange and cooperation
  2. Responsible for ensuring that all administrative and financial processes are executed in compliance with the GF

regulations –acting as the focal point for budget and financial tracking

Key Achievements

1. Maintained and organized daily calendar and agenda of the Head of the Private Sector Engagement Department
2. Maintained and organized team travel plans for the 7th Replenishment Conference in New York, USA
3. Edited and updated the Budget table with all the relevant actions that needed to be taken, I created a separate sheet for Purchase Orders allocated to each activity of the budget table.
4. Liaised with both internal and external stakeholders to ensure information exchange and cooperation

## Administrator- Individual Contractor under the Senior Specialist for the Strategic Implementation of the 2030 Agenda, United Nations Institute for Training and Research (UNITAR), Geneva, Switzerland, May 2021-April 2022

* 1. Provide administrative support in the preparation, processing, follow-up, and closure of HR contracts for consultants, individual contractors, trainees, and other collaborators hired by the team.
  2. Responsible for the overall team coordination of administrative, personnel/human resources and financial process across the department.
  3. Manage email correspondence, identify sensitive and / or complex correspondence for specific treatment, set follow-up dates, organize follow-up / responses to incoming communications & draft administrative correspondence in English in final form.
  4. Organizing meetings and travel for the team, consultants, and workshops participants and following up on closure as may be required, take notes, prepare minutes and records of decisions; schedule appointments and, where appropriate, manage the Manager’s calendars’ coordinating and adjusting itineraries. Monitor and coordination of the overall events and tracking
  5. Provide secretarial, other administrative support and logistics support in the organization and implementation of training, advisory, and research activities, incl. liaising with participants, consultants, service providers, partners, internal and external stakeholders, etc.
  6. Preparing budgets and tracking and earmarking expenditures against results as may be required for team projects.
  7. Identify the need for new or adjusted administrative procedures to improve efficiency, monitoring, record keeping etc. and work with other Assistants to ensure consistency of application within the teams covered.
  8. Manage team’s Sharepoint.
  9. Provide support occasionally on translations if required.

Key achievements:

1. Created screening tables for candidates that applied for consultancy and traineeship positions.
2. Created a Work Calendar for all of the team members and a Work Schedule table, due to COVID-19 Pandemic.
3. Edited and updated the Budget table with all the relevant actions that needed to be taken, I created a separate sheet for internal requests, to separate them from the project related ones.
4. Created a table for the projects funded by the European Commission and added all the relevant activities according to project id and yearly quarter.
5. Trained in the use of Travel Perk, Microsoft Outlook, Microsoft Office and Microsoft Sharepoint.

# Administrator- Team Assistant (G4) for the Team Lead and 6 staff members, World Health Organization (WHO HQ), Geneva, Switzerland, December 2017 - July 2020

1. Provided administrative assistance to the Team Lead and all of the team members.
2. Created, edited, formatted, filed and archived official documents, in accordance with WHO and departmental styles.
3. Maintained correspondence with external and internal stakeholders and responded to queries by telephone or email.
4. Organized teleconferences/Zoom and Microsoft Teams & high-level meetings in Geneva and abroad: venue selection, catering, administrative-technical and audiovisual support, according to budget.
5. Organized all travels for team members, including tickets, hotels etc, prepared travel, visa, and hotel arrangements for staff and external participants.
6. Interacted with and received guests/external participants to WHO premises & at relevant meetings.
7. Provided procurement duties, according to WHO regulations and principles.

Key Achievements:

1. Created and updated absence calendar and kept appointments up to date.
2. Organized high level meeting abroad with more than 90 countries participating successfully, in collaboration with the local relevant authorities.
3. Trained in the use of GSM, Microsoft Outlook, Microsoft Office and Microsoft Sharepoint.

# Coordinator at the Student Association for International Affairs (SAFIA), October 2017 – June 2018 (part time)

1. Coordinate and manage the Research Study Group to evaluate and repost issues of international affairs, post short analyses on those issues and publish 3 broader analyses on issues predefined by the coordinators of the Group. (Voluntary Activity) I had the approval of my supervisor and this activity did not consist a conflict of interest.

# EXECUTIVE ASSISTANT for the CEO, GF-ACCORD, DIVISION of MINCOMES SA, BIG DATA POWERED BUSINESS

**CONSULTING, Geneva Switzerland, November 2016-March 2017**

1. Assisting CEO in daily office issues.
2. Secretarial responsibilities arranging meetings, contacting clients.
3. Proofreading, editing, typing high level documents.
4. Organized high level meetings between the CEO and external partners via zoom or by telephone.
5. Organized a calendar of attendance.

# Administrative Assistant- Intern under the supervision of the First Secretary and the Counsellor Expert for Disarmament, Permanent Mission Of Greece · United Nations, Geneva, Switzerland, January- November 2016

1. Attended meetings, kept minutes, and file reports for the International Labour Organization (ILO), International Organization for Migration (IOM), United Nations High Commission for Refugees (UNHCR), United Nations (UN) and World Health Organization (WHO).
2. Maintained correspondence with external and internal stakeholders and responded to queries by telephone or email.
3. Online activity: Maintained, updated and organized social media reports of the Unit on social media platforms and the Unit's website.
4. Translated a large number of official documents from English and French to Greek. Actively participated in a number of conferences, seminars and educational workshops/training sessions in the United Nations and NGO.
5. Provided general support by optimizing communication in the Unit, organizing meetings and appointments, maintaining calendars, managing electronic and paper documents, generally supporting the functions and administrational needs of the Unit

Key achievements:

1. Drafted reports that were later used by my supervisor to deliver the Mission's activities at the Ministry of Foreign Affairs.
2. Attended the Arms Trade Treaty (ATT) and delivered a speech on behalf of my supervisor that was absent at the time.
3. Followed several meetings and took the floor on behalf of my supervisor on Humanitarian Demining and Disarmament.

# Administrative Assistant- Intern, Council Of The European Union · General Secreteriat, Translation Service, Brussels, Belgium, February to June 2015

1. Provided daily administrative assistance to all team members.
2. Translated a large number of official documents from English and French to Greek. Attended daily activities of the General Secretariat in the Council of the European Union.
3. Actively participated in a number of conferences, seminars and educational workshops/training sessions.

Key Achievements:

1. Translated door step and press conference speeches delivered by the Greek Prime Minister and the Cypriot President from Greek to English, during the Council of the European Union in 2015 and my translations were used word for word by the Press Unit in the social media and the official page of the Press Unit of the Council

**Head of Administration, Communication and Lectures of the Petit Paris d’Athènes Festival, Athens Art Network, September**

**2013- December 2014**

1. Organized all administrative, public relations and educational material of the Petit Paris d'Athenes Festival (Voluntary Activity)

**Administrative Assistant-Customer Care Representative, Hellas On Line, September 2007 – June 2008 (part time, 6 hours per**

**day)**

1. Responded to customer requests by accepting >100 incoming calls daily to: review and explain bill details, register and promptly forward issues to the corresponding department, provide feedback as required by institutional guidelines
2. Collaboratively worked with colleagues to effectively maintain a constant and efficient flow in our responses

**Administrative Assistant-Customer Care Representative, OTE SA, September 2006 – June 2007 (part time, 6 hours per**

**day)**

1. Responded to customer requests by accepting >80 incoming calls daily to: review and explain bill details, register and promptly forward issues to the corresponding department, provide feedback as required by institutional guidelines

**Administrative Assistant-Phone Book Representative, Phonemarketing SA, September 2006 to November 2006 (part time, 6**

**hours per day)**

1. Responded to customer requests for phone book associated information and data, maintained logbooks with requests and ascertained all privacy rules and regulations applied

**Administrative Assistant-Phone Book Representative, OTE SA, July 2004 to February 2005 (part time, 6**

**hours per day)**

1. Responded to customer requests for phone book associated information and data, maintained logbooks with requests and ascertained all privacy rules and regulations applied

# EDUCATION

* + **MASTER IN LANGUAGE SCIENCES**, **Orientation: Professional Translation (English, French, and Greek)**, 2008-2012, University of Mons Hainaut, Mons, Belgium
  + **MASTER IN INTERNATIONAL RELATIONS,** 2012-ongoing, Center of Diplomatic and Strategic Studies, PARIS 2 University, Paris, France & Athens French Institute, Athens, Greece
  + **BACHELOR DEGREE IN HISTORY, Orientation: History and Archeology**, 2000-2007 National University of Athens, Athens, Greece

**ADDITIONAL QUALIFICATIONS**

* + Computer Skills: Professional command of Microsoft Office™ tools: Word™, Excel™, PowerPoint™, graphic design applications (Adobe Illustrator™, PhotoShop™), and translational platforms (Trados™)
  + Personal Skills:
    - excellent organizational skills with attention to detail,
    - ability to work under pressure and deal with complex problems,
    - extensive experience in project management,
    - full understanding of work ethics and administrative systems,
    - excellent skills in team organization and responsibility assignments**,**
    - ability to work in international work settings,
    - **c**ulturally aware and sensitive,
    - team player but can work individually as well,
    - excellent communication skills and adaptability.