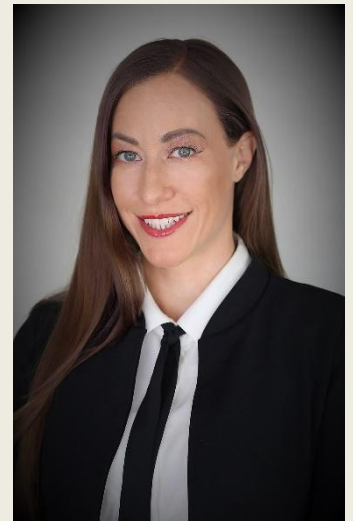


Andrea Kaufmann

Date of Birth: 1st March 1983
Nationality: Swiss based in Dubai
Email: a.kaufmann@hotmail.com
Mobile: +41 79 441 31 12 (Switzerland)



I am a highly competent and organized individual with a proven track record of success in demanding financial environments. I have demonstrated exceptional management and interpersonal skills, honed through years of experience as an Executive Assistant to C-level executives. I possess a proactive and enthusiastic approach to work, consistently exceeding expectations.
(no relocation package expected)

Languages

German	Native language
English	C1, Fluent in written and spoken.
Italian	C1, Fluent in written and spoken.
French	B1, Intermediate in written and spoken.
Spanish	B1, Intermediate in written and spoken.

Work Experience

ETH Zurich
HR Administration Support

March 2022- September 2023

Key responsibilities included:

- Streamlined electronic processing of personnel administrative processes.
- Comprehensive data analysis and accurate data entry into the SAP HR module.
- Proactive communication and liaison, serving as the point of contact for employment related matters.
- Project management for external activities that includes:
 - Effectively manage and oversee external project activities related to secondary employment.
 - Proactively identify and address potential challenges or roadblocks to ensure project success.
 - Maintain open communication channels with stakeholders and provide regular project updates.

Bank Julius Bär & Co. AG, Zurich (contract role)
HR Support Specialist

June 2020 – May 2021

Primary duties encompass:

- Comprehensive HR administration:
 - Independently manage and execute all HR-related administrative tasks for company employees.
 - Provide comprehensive HR support, encompassing onboarding, employment adjustments, relationship management, maternity and military leave administration, offboarding, and other related processes.
- Background screening oversight: Proactively initiate and monitor background screening checks for new hires, ensuring compliance with company policies and regulatory requirements.
- IT employee group liaison: Serve as the designated contact person for the information technology employee group of over 1000 employees, addressing inquiries and concerns promptly and effectively.
- Collaborations and partnerships: Maintain close collaboration with relevant authorities, HR partners, and superiors to ensure seamless HR operations and address emerging issues effectively.
- Employment reference issuance: Provide accurate and timely employment references for current and former employees, adhering to company guidelines and maintaining confidentiality.

Hirslanden Hospital Group, Zurich (contract role)
HR Project Assistant

September 2019 – December 2019

Core functions entail:

- Recruitment :
 - Proactively identify and source qualified candidates
 - Manage the application process from initial screening to onboarding
 - Collaborate with hiring managers to create clear concise, accurate and compelling job descriptions.
 - Prepare and issue accurate and comprehensive job references, employment confirmations.
 - Interview candidates combining various methods (e.g. structured interviews, technical assessments and behavioral questions)

- Policy implementation and change management:
 - Effectively implement general changes across all clinics.
 - Communicate changes clearly and concisely to affected employees, addressing any concerns or questions promptly.
- Data integrity and maintenance:
 - Conduct thorough data cleansing in data systems to ensure the accuracy and consistency of employee records.
 - Collaborate with HR consultants to implement data management best practices and maintain a high level of data integrity.
- Payroll / Time Management
 - Assist the finance department in salary administration.
 - Collaborate with payroll professionals to ensure accurate and timely payroll processing for all employees.
 - Make necessary adjustments to withholding tax data to ensure compliance with current tax regulations.
- Employee administration:
 - Regularly check and update the approval status of residence permits for employees.
 - Proactively address any issues or concerns related to residence permits to avoid legal complications.
 - Thoroughly process and record details of departing staff members.
 - Ensure all relevant paperwork is completed and archived in accordance with company policies and legal requirement

Nexxiot SA, Zurich (reason for leaving: position has been closed)
Assistant to CEO and Office Manager / Receptionist

September 2018 – June 2019

Core functions entail:

- Executive Support
 - Provide day-to-day administrative support to the CEO and C-level executives
 - Manage complex calendars, including scheduling internal and external meetings.
 - Arrange travel arrangements for the CEO and C-level executives.
- Meeting Coordination
 - Coordinate and set up international and local client conference calls in different time zones.
 - Prepare board member documents and gather signatures
- Administrative Management
 - Manage procurement of stationery and office supplies
 - Manage relationships with vendors, service providers, and other stakeholders
 - Handle onboarding of new employees, including booking flights, hotels, and organizing badges
 - Manage company expenses, including petty cash and company credit card
 - Handle post, mailing, and invoice management

Swissquote Bank, Zurich

Head of Reception & Team Member Customer Care / Authorized Officer

November 2016 – August 2018

- International Account Management
 - Conducted KYC (Know-your-customer) verification for international account openings, ensuring compliance with regulatory requirements.
 - Gathered, reviewed, and maintained accurate client records to facilitate account openings.
- Front-of-House Customer Service
 - Offered comprehensive customer advice regarding bank accounts and other requests, including password resets and first-level technical support.
 - Attended the annual general meeting with the management team and customers, demonstrating strong communication and interpersonal skills.
- International Customer Identification and Authentication
 - Conducted international customer identification via video conferencing, verifying customer identity documents and authenticating and certifying passports and ID cards.
 - Adhered to all data privacy regulations, ensuring the protection of sensitive client information.
- Event Organization and Marketing Support
 - Collaborated with the marketing department to organize and manage events, including participation in fairs, workshops, and press conferences.
 - Provided multilingual customer support at events, fluent in German, English, French, Italian, and Spanish.
- Employee Onboarding and Reception Management
 - Facilitated the onboarding and integration of new hired.
 - Effectively managed reception operations, including ordering of beverages and office supplies, maintaining a clean and organized reception area, and ensuring the efficient completion of all reception-related tasks.

Deutsche Bank, Zurich (contract role)

February 2014 – May 2015

Personal Assistant to Head of Investment Banking Switzerland

- VIP Meeting Coordination
 - Schedule and reserve conference rooms for management meetings
 - Coordinate with Audio Visual Department for video conferences
- Event Organization
 - Gather and enter details for upcoming client events and meetings
 - Organize internal and external client events as well as employee events
- Document Preparation and Management
 - Prepare client documents
 - Manage complex calendars and schedules
 - Coordinate international, local, and client conference calls
- Travel Arrangements
 - Coordinate travel arrangements for the Investment Banking Coverage & Advisory Switzerland team
 - Prepare detailed itineraries and ensure accuracy of travel arrangements
 - Assist with providing approval for resources, accounts, travel, and invoices
- VIP and Administrative Support
 - Working with private individuals customers and clients and being very discrete, having a strong sense of confidentiality
 - Provide administrative support to the Managing Director and team
 - Compile and submit expense reports in a timely manner and process invoices and order supplies
 - Cover for other team assistants during periods of absence
 - Work with other assistants worldwide to ensure support needs are covered

SIX Swiss Exchange, Zurich

June 2011 – February 2013

Receptionist and Telephone Switchboard

- Multilingual Communication
 - Handle incoming calls in German, English, French, and Italian
 - Connect clients and visitors to the appropriate contact person
- Reception and Visitor Management
 - Greet and welcome clients and visitors at various locations
 - Issue badges and ensure compliance with access control measures
 - Register and manage tickets in the trouble ticket system
 - Allocate and manage daily parking spaces

Axion Swiss Bank SA, Zurich (reason for leaving: closing zurich branch)

July 2010 – May 2011

Assistant Private Banking & Receptionist

- Customer Relations
 - Handle customer inquiries and interactions via phone, email, and in-person
 - Receive, forward, and partially process customer commissions
- Financial Management
 - Manage daily cash operations, including handling gold bars and cash
 - Ensure secure storage and handling of cash and valuables
- Administrative Support
 - Perform administrative duties, such as preparing income statements and managing office supplies
 - Collaborate with team members to maintain a smooth and organized office environment

Various office positions

Executive Assistant, Receptionist, Sales Specialist

August 2004 – June 2010

Education

2019 – 2020	Human Resources Assistant Federal Degree, KV Business School Zurich
2002 – 2004	Abegglen Pfister, SprachMAX, Lucerne Additional Commercial Apprenticeship, Federal Degree 2
1999 – 2001	Anzeiger Lucerne Commercial Apprenticeship, Federal Degree 1
1996 – 1999	Secondary School , Lucerne
1990 – 1996	Primary School , Lucerne