

CURRICULUM VITAE

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PERSONAL PROFILE

My principal strengths are my proficient organisational and interpersonal skills. Throughout my career I have adapted to all situations with enthusiasm and determination.

I am an established professional with a proven operational and management track record along with strong problem-solving and decision-making capabilities. As you will learn from my CV, I have invaluable experience and knowledge.

I am a dedicated, driven and loyal individual that is looking to further establish my career in Bahrain.

EMPLOYMENT HISTORY

21 September 2014 to present

Chisholm Enterprises WLL (incorporating Texel Air WLL)

Executive Personal Assistant to the CEO of Chisholm Enterprises WLL and the COO of Texel Air WLL plus additional role as Occupational Health & Safety Manager for Chisholm Enterprises WLL and Texel Air WLL

Chisholm Enterprises was founded in 2006 and is headquartered in Bahrain and formed its own subsidiary company Texel Air WLL in 2013. Texel Air is a Bahrain registered airline that is dedicated to providing third party cargo charter operations to a wide range of customers with diverse consignment requirements and has its own purpose-built hangar facility located at Bahrain International Airport. The company currently has a fleet of two B737-300F aircraft and has recently acquired a B737-700 flex-combi that will come into service in 2019.

For these companies I am the Executive Personal Assistant to the CEO of Chisholm Enterprises and the COO of Texel Air WLL.

I was also given the responsibility of being the Occupational Health & Safety Officer for both businesses after taking it upon myself to study for the NEBOSH International Occupational Health & Safety Certificate. I passed these examinations with credit and therefore became appropriately qualified to take on this role.

Both of these roles have given me the opportunity to further develop and strengthen my skill set and experience significantly.

Main Responsibilities for my Executive Personal Assistant Role

- To uphold and safeguard the highest standards of confidentiality and discretion
- On hand to assist out of hours with convoluted problems that arise in different time zones due to locations of Board (New Zealand), CEO / COO (Bahrain and extensive travel worldwide) and the Main Client (USA)
- First point of contact for the Board, CEO, COO and the Senior Management Team
- Manage the Senior Management and Board diary
- Read, monitor and respond to Company correspondence and oversee the correspondence of the CEO and COO
- Prepare correspondence on behalf of the Company, Senior Team and Board
- Commission work on behalf of the Company, Senior Team and Board
- Liaise with staff, clients, visitors, external agencies, airport stakeholders, Ministries and Embassies
- Organise travel and prepare complex travel itineraries
- Attend Senior Management meetings and providing support to the Senior Management Team and Board
- Plan, organise and manage events and projects
- Attend events for the Company, Senior Team and Board
- Write and produce management reports, executive summaries, prepare presentations and papers for meetings
- Manage and review office systems and protocols and be the main point of contact for appropriate resolution / escalation of administration and finance issues
- Supervise, mentor and develop my direct reports

CURRICULUM VITAE

Main Responsibilities for Occupational Health & Safety Manager Role

- On my initial entry into this role I wrote the following documents from scratch for both Chisholm Enterprises and Texel Air as they were not in place for an Occupational Health & Safety perspective:
 - Occupational Health & Safety policies
 - Health & Safety Statements for both Chisholm Enterprises CEO and Texel Air COO
 - Fire Policy
 - Working at Height Policy
- To review, update and communicate the above-named Occupational Health & Safety policies on an annual basis or following a significant change to the company
- To ensure procedures, rules and regulations are adhered to and are regularly reviewed, updated and communicated
- Ensure both companies meet their statutory obligations in all areas relating to health, safety and welfare at work, including statutory training and reporting
- Complete annual audits on the four main areas of the businesses (Landside Offices / Main Hangar / North Ramp / RAF Building) ensuring a safe working environment for all employees and contractors
- Ensure the completion and regular review of risk assessments for all work equipment and operations
- Act as main investigator for all Occupational Health & Safety related accidents, incidents and near misses ensuring that they are reported, documented, investigated and recommended improvements implemented
- Ensure that regular safety inspections are carried out
- Arrange, oversee and monitor annual fire drills. Liaising with Bahrain Airside Fire & Rescue Services and Bahrain Airport Company to also conduct full airport fire training exercises at the Texel Air hangar
- Establish a structured programme of health & safety training throughout the companies and liaise with external health & safety consultants for the provision of training programmes in First Aid, Fire Safety (Marshal training) and Health & Safety qualifications
- Manage, devise the agenda for, formulate and distribute the minutes for the Health & Safety Committee meetings and Safety Action Group
- Produce a full, concise report regarding Occupational Health & Safety for submission to the Board, CEO and COO
- Keep up to date with all aspects of relevant health, safety & welfare at work legislation and communicate relevant changes to the business
- Produce and distribute monthly "Toolbox Guides" on different Occupational Health & Safety topics (i.e. Working at Height, Manual Handling, Lone Working, Slips / Trips / Falls, etc.)

9th May 2011 – July 2014

The Co-operative Group

Executive Personal Assistant

My role as PA within The Co-operative Group was complex and demanding. My role required great skill and dexterity at many levels by managing relationships, information and the flow of communication between the Senior Management Team and Board Members. All of this while underpinning and supporting the organisation's business strategy at the highest and most influential level.

- Uphold and safeguard the highest standards of confidentiality and discretion
 - First point of contact for the Senior Management Team and Board
 - Manage the Senior Management and Board diary
 - Read, monitor and respond to Company correspondence and oversee the Operations Manager's correspondence
 - Prepare correspondence on behalf of the Company, Senior Team and Board
 - Commission work on behalf of the Company, Senior Team and Board
 - Liaise with staff, Clients and visitors
 - Organise travel and prepare complex travel itineraries
 - Attend Senior Management meetings and providing support to the Senior Team and Board
 - Plan, organise and manage events and projects
 - Attend events for the Company, Senior Team and Board
 - Write and produce management reports and executive summaries
 - Prepare presentations and papers for meetings
 - Manage and review office systems and protocols
 - Main sector point of contact for appropriate resolution / escalation of administration and finance issues
 - Provide support in HR related interviews (recruitment/investigations/disciplinary/grievances)
 - Audit Collation and Stock Take Co-ordination
 - Health & Safety Reports
 - Supervise, mentor and develop a team of 6 staff that report directly to me
- **Reason for leaving – relocation to Bahrain**

CURRICULUM VITAE

September 2009 – May 2011

**Sharna Associates
Office Manager / PA**

- Oversee and manage the administration of the office
 - Support the sales team throughout the recruitment process
 - Manage all correspondence
 - Produce management reports and presentations
 - Screen applications
 - Create and post vacancies onto job boards and negotiate trials with online job boards
 - Credit control
 - Minute taking
 - Diary and holiday management for the company
 - Answer, screen and efficiently deal with all telephone calls
 - Liaise with hire cars & insurance
 - Liaise with IT/Telecoms etc
 - Stationary orders, filing & maintaining spreadsheets
- **Reason for leaving – New position with The Co-operative Group**

October 2006 – July 2009

**Countryside Properties Ltd
Regeneration Community Liaison Manager**

- Oversaw the community management of the largest regeneration project in the UK at that time
 - Provided effective liaison between the community and site teams on all resident matters in relationship to the development
 - Intrinsic involvement in on-site customer care adhering to all Service Level Agreements
 - Actively involved in the sales and marketing strategy for all aspects of the development
 - Organised and ran community meetings, steering groups and workshops
 - Managed the Community Website, site photography and newsletters
 - Assessed, actioned and monitored housing defects
 - Monitored the handover procedures on site
 - Received and actioned all complaints in accordance with the Complaints Procedure
- **Reason for leaving - Redundancy**

September 2004 – October 2006

**Lovell Partnerships
North West Region Liaison Officer**

- Provided a full on-site Liaison and Administrator function for the site office
 - Customer care focused role adhering to all set Service Level Agreements
 - Arranged conferences with tenants, Site Teams so that information could be exchanged
 - Completed all relevant paperwork and legal requirements with tenants
 - Organised meetings with Senior Management, Site Managers and Sub-Contractors
 - Responsible for the co-ordination and safety of visitors to the site
 - Ensuring that customer satisfaction was the key priority on and off site
 - Diary and holiday management for a 20 strong site team
 - Completing spread sheets that monitored every property/build/subcontractor
- **Reason for leaving – New position at Countryside Properties (Northern) Ltd**

June 2000 – September 2004

**Greater Manchester Police
Community Officer**

- Uniformed patrol officer
 - Identified and solved issues relating to crime and disorder providing reassurance to the public
 - Developed links with vulnerable members of the community providing them with advice and guidance
 - Completed paperwork taking witness statements for use in Court
- **Reason for leaving – New position at Lovell Partnerships**

CURRICULUM VITAE

November 1993 - June 2000

H. M Prison Manchester

Administration Officer (various departments)

HR

- Recruited civilian staff for the prison
- Assisted the Health and Safety Manager completing wing risk assessments
- Responsibility to ensure the day-to-day running of the office

FINANCE

- Team Leader of the Prisoners Monies and Earning Team
- Responsibility to ensure the day-to-day running of the office
- Management of all prisoner transactions/discharges/court appearances
- Daily reconciliation of transactions with the Head Cashier

TRANSPORT

- Arranged and oversaw prisoner court and transfer escorts
- Arranged Category A transport with Greater Manchester Police and Prison Escort Services
- Maintained all H. M. Prison cellular vans in accordance with transport law

DISCIPLINE OFFICE

- Updated the prisoner records
- Calculated sentences
- Arranged prison transfers dependant on the category of each prisoner

- **Reason for leaving – New position with Greater Manchester Police**

February 1993 - November 1993

Indespension Ltd

Administration Assistant

- General office help including personnel, purchase ledger and wages

- **Reason for leaving – New position with H. M. Prison Service**

EDUCATION & QUALIFICATIONS

Currently Studying for NEBOSH International Diploma in Occupational Health & Safety that I commenced in September 2018 with projected pass expected late 2019 / early 2020

NEBOSH International Occupational Health & Safety Certificate

Date Passed 17 February 2017 following 18 months study in own time

Passed with Credit

IGC1 Management of International Health & Safety

GC2 Controlling Workplace Hazards

GC3 Health & Safety Application

September 1990 - May 1992

North Bolton VI Form College, Bolton

A-levels

English Language and Literature B

History C

September 1985 - May 1990

The Deane High School, Bolton

GCSE's

Word Processing A Drama A

English Language B English Literature B

English Oral 2 Mathematics B

History B French C

Physics C Geography C

REFERENCES AVAILABLE ON REQUEST