



Josephine Agbana

Administrative Assistant

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Languages

- Korean
- French
- Spanish
- English

About

I'm an experienced and detail-oriented administrator and front-of-house professional, with a strong work ethic and excellent time management skills. I thrive in dynamic environments, quickly adapt to new processes and technologies, and excel in creative problem-solving. With exceptional communication, attention to detail, and cross-cultural competence, including proficiency in multiple languages, I am eager to contribute my skills and experience in supporting your team according to to your needs at this time.

BRANDS WORKED WITH

- Angel Shed Theatre, City & Islington College
- Cult Beauty, Elite Associates
- Electric Group
- Veson Nautical, Adecco

Experience

● Massage Therapist

| Jan 2020 - Now

Role Includes:

- Providing massage services and body treatments
- Conducting pre-treatment consultations to create individual treatment plans for clients
- Maintaining inventory supplies, electronic client records and notes according to confidentiality laws and regulations including GDPR and data protection.
- Developed business management skills, excellent organisation and record-keeping skills to schedule and manage my own list of clients and appointment bookings

● Volunteer

Angel Shed Theatre, City & Islington College | Mar 2022 - Jun 2022

Role included:

- Delivery of weekly drama sessions to young people aged 5 to 18 years old.
- Supporting young people and leading small groups to engage creatively with activities
- Tailored support for young people with special needs, sensitivity and confidentiality
- Training in inclusive facilitation techniques, non-formal education methods, safeguarding young and vulnerable people and first aid



● Administrator & Events Assistant

Electric Group | Nov 2019 - Aug 2023

Role included:

- Being the main contact for all visitors and interacting with culturally and neurologically diverse stakeholders in a welcoming and inclusive way and providing exceptional customer service
- Answering and redirecting telephone enquiries to the relevant person and/or resources
- Receiving and distributing post, as well as bar and music equipment deliveries
- Organising, updating and circulating documents such as rate cards and deck packs for all Electric Group's venues
- Managing promoter and agent contact lists and keeping database up-to-date
- Tracking and logging all artist deposit invoices and processing for payment
- Working closely with finance to track and ensure the Artist contract sheet and deposit tracker are up to date and deposit invoices are paid
- Calendar management with detailed reporting on past vs. future show confirmations, cancelled and rescheduled shows
- Management and updating Electric Group websites using WordPress

- Booking in-house photographers across all venues and managing the booking tracker
- Representing Electric Group to all agents, managers, artists and promoters when conducting venue site visits

- **Customer Service Advisor**

Cult Beauty, Elite Associates | May 2019 - Nov 2019

Role included:

- Interacting with customers via various channels, taking a creative and proactive approach to resolve queries and order issues
- Assisting with social media content creation, showcasing products provided by brands
- Using CRM and e-commerce systems including Magento
- Working collaboratively as part of a team to deliver world-class customer service, contributing to the achievement of department SLAs and KPIs.

- **Office Manager (Temp)**

Veson Nautical, Adecco | Jun 2016 - Sep 2016

Role included:

- Main key holder, responsible for the organisation & efficient functioning of the office on a daily basis
- Keeping the reception area tidy and presentable, admin duties including office diary management, managing meeting room booking calendar, travel arrangements, client database management
- Handling enquiries through various channels such as phone and email
- Monitoring and ordering office supplies
- Liaising with clients and other global branches daily, to ensure all teams were au courant with key information and tasks during handovers.

Education & Training

2020

- **School of Natural Therapies**

ITEC Level 3 Diploma- Holistic Massage Therapy,

2016 - 2018

- **University of Leicester**

Diploma of Higher Education - Modern Languages (French & Spanish),

2014 - 2016

- **University of Leicester**

Diploma of Higher Education - Psychology with Cognitive Neuroscience,

- **St Saviour's & St Olave's School**

Psychology B / Biology B / English Literature C,

2007 - 2012

- **La Retraite RC Girl's School**

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