



ANDRIANA EPISTITHIOU

FOUNDER: PROADMIN SOLUTIONS

CLIENTS:

Smart Bunks (Aus Hostels) | Samartha Information Systems | The Consortium Lounge / Zig Zag Hub | Eagle Leadership | What's On In Wollongong | Alex Inbound Marketing- Superloop | Ultimate Business Solutions | Custom Made Product Development | Paperplane Co

AFFILIATED

PARTNERSHIPS:

OneLogin | Microsoft | AgileCRM

EXPERT IN:

OneLogin | Microsoft (Office 365) | MailChimp | AgileCRM | Teamwork | Quiddity | Xero+ HubDocs

SPONSOR OF:

What's On In Wollongong

NETWORKS & ASSOCIATIONS:

Illawarra Women in Business | Illawarra Business Chamber | NSW Business Chamber | The Consortium Lounge | BX Networking | Ambassador & Member of BBX Network

STUDIES:

Certificate III in Meetings & Events | Certificate in Inbound Marketing | Certificate in Project Management Foundation | Advanced PowerPoint

EMPLOYMENT:

Kerasma Souvlaki Merchant | Qantas | Travelex | Prudential Investment Company of Australia | Nielsen Online | Mambo Graphic | WT Partnership | Knights Insolvency Administration | Bunnings

ProAdmin Solutions was founded by Andriana Epistithiou, built on her extensive experience in administrative and operational roles.

I've worked hard to gain skills and experience which have led me to where I am today. My career to date has given me extensive knowledge in a variety of admin-related fields, operations and industries. I have over 17 years' experience in various administrative roles, and a passion for effective processes, good communication and workflow coordination.

In previous roles, I have helped businesses in a broad range of industries, and this has given me the knowledge to be able to tailor admin to a variety of businesses - whether small or large, new or established. These industries include corporate, retail, sales, hardware, fashion, insolvency accounting, digital marketing, property strata, hospitality, finance, and currency exchange. Now, through my business ProAdmin Solutions, I have gained further experience in other industries.

My business journey began, when the idea came about whilst working as a contractor in an enterprise program office as a project coordinator. I identified the high volume of work that caused senior management to become overworked and overstressed, and the terrible behaviour caused by cost restraints. It was then I started to research on running mobile adhoc admin task and project support for businesses on an as needs basis. I identified that with emerging and changing technologies, the overheads of staff costs and not all businesses needing a full-time admin team, my business admin concierge service can save businesses time, money and stress, by allowing businesses to concentrate on what they do best, helping them to grow.

Throughout my career, I have worked closely with staff at all levels of a business, and my former employers and current clients commend me on my excellent organisation and time management, great communication skills, and professionalism. I can communicate effectively with individuals, stakeholders or when sending company-wide updates.

I pride myself on my ability to multi-task and effectively manage my time - especially now I'm running my own business and juggling various demands from multiple clients. I monitor and evaluate my work to ensure I'm adding value and completing all client work in a timely manner. When I worked as an assistant restaurant manager, it was vital to maintain efficiency, while staying on top of multiple challenges - such as hygiene practices, compliance with WH&S and managing customer orders.

Effective organisation and time management mean efficient projects, and less wasted time. While working for Prudential Investment Company of Australia (PICA Group), I worked closely with the CEO, COO and CFO, giving me extensive on the job training in managing day-to-day company operations. I was also responsible for IT assets and financial reporting, which has given me a solid background in project management, financial planning, and maintaining records.

My thorough approach to tasks means I have a strong attention to detail, and a commitment to the utmost accuracy in completing work for clients to the highest possible standard.

I have worked in customer service roles and appreciate the importance of creating a satisfactory customer experience. I bring my customer service expertise into my own business, and consider my client's needs.

I love working on challenging tasks, and problem solving to find the best solutions to help businesses improve their efficiency and productivity.

My approach is personal - I truly care about every business I work with, and become an extension of their team, adding value and expertise along the way.

I love being able to help my clients improve their business processes, and to help them claim back that most precious of things: time.



"Andriana is a conscientious and organised project manager. Always proactive and seeking to add value when keeping projects on track. Thoroughly recommend." - Jody King, Superloop

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