

# Laadi Ngieh Perrtiangha

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## PROFESSIONAL SUMMARY

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Bilingual (English and French) business support specialist with over 8 years' experience in project administration and customer service, oriented towards driving effective service delivery and defusing potential issues. Versatile, diligent and highly competent in program implementation, able to independently organize resources in order to smoothly meet targets, execute complex tasks, and efficiently handle changing demands in an agile environment.

## WORK EXPERIENCE

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### Administrative Support Volunteer

March 2024 - Present

Catholic Centre for Immigrants • Ottawa, Canada

- Provide clerical assistance, such as data entry, filing, making phone calls, scheduling meetings and general support.
- Provide support at reception desks across different CCI Departments as needed.
- Provide reports and document services as requested by the program manager.
- Work collaboratively with volunteers and staff to ensure efficient and effective delivery of events and activities.
- Maintain accurate service records and program documentation.
- Ensure sensitive information remains confidential and provide services/support under the direction of CCI Staff.
- Assist CCI Staff with general administrative support as requested.

### Administration and Program Support Officer

May 2021 - Jul 2021

Surgical Systems Research Group • Kisumu, Kenya

- Project proposal writing and requests for donor funding in response to the ongoing Covid-19 pandemic
- Development of work templates and standard operating procedures for the budding start-up
- Liaison with stakeholders and external partners, service providers and various medical officials
- Distribution of field work materials and medications to volunteers
- Renewal of ethical approval documentation with the Ministry of Health
- Travel and accommodation coordination

**Administration Delegate + Executive Assistant**

Nov 2017 - May 2019

International Federation of Red Cross and Red Crescent Societies • Kinshasa, Democratic Republic of the Congo

- Headed the administration team on the Ebola virus disease response project
- Developed and trained coworkers on standard operating procedures for our newly created DRC Red Cross office
- Extensive travel and accommodation management, live tracking of field employee movements across field offices
- Onboarding of new project staff and volunteers, including elaborating welcome and security briefing procedures
- Sourcing for vendors, contract writing, invoice management
- Event organization for executive meetings and tele-conferences, preparing high impact presentations as needed

**Sponsorship Assistant**

Nov 2011 - Apr 2015

Plan International • Yaounde, Cameroon

- Sponsored child management: onboarding, needs assessment, home visits, capacity building workshops, progress reports
- Data management: encoding sponsor and sponsored child data in dedicated database
- Communication management (proofreading, translation, transmission and archiving)
- Rolling out various training modules to field-based volunteers
- Monitoring and evaluation of field staff activities via diverse performance tracking sheets

**EDUCATION & CERTIFICATIONS**

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**Bachelor's in Public Law**

Jun 2012

University of Yaounde II, Soa Campus • Yaounde, Cameroon

- IELTS (English Language test) – CLB 9
- TEF (Canada French Language test) - CLB 10
- Project Management Professional Certification (ongoing)

**SKILLS**

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- Bilingual in English and French
- Project management
- Administrative support (scheduling, reporting, archiving, customer care)
- Computer software (Office 365 and Microsoft suites)
- Travel and accommodation management
- Procurement and logistics

**VOLUNTEERING**

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Catholic Centre for Immigrants • Plan International • Red Cross