

Nerlande Leroy

nerlandem@gmail.com | (343) 262-5185 | Ottawa, ON | [linkedin.com/in/nerlandemleroy](https://www.linkedin.com/in/nerlandemleroy)

▪ SUMMARY OF QUALIFICATIONS

- Bilingual Administrative/Executive Assistant with over 8 years of experience providing high-quality secretarial services and support to multilingual and multicultural organizations
- Bachelor's degree in Business Administration and a Diploma in Bilingual Secretarial Studies
- Skilled in assisting middle managers and senior executives in both official languages, with proficiency in written and verbal communication
- Proven ability to establish and manage administrative policies and procedures for offices and organizations
- Demonstrated strong organizational skills for accurate documentation and effective cross-functional collaboration
- Initiated cost-effective filing and organizational practices, reducing data retrieval time by 50%
- Efficiently fulfilled the role of Financial Manager for a non-governmental organization

▪ WORK EXPERIENCE

Canadian Embassy in Haiti (Global Affairs Canada)

2013 – 2021

Administrative Assistant to Manager of Property

- Skillfully planned and executed formal events, coordinating logistics and resources while adhering to schedules, dealing with change, and navigating numerous distractions
- Maintained accurate and organized personnel files, optimizing efficiency and demonstrating a high level of discretion in handling sensitive and confidential information
- Utilized effective communication and negotiation skills to manage conflicting priorities across departments while processing annual equipment and supply requests for 15 departments
- Recorded and transcribed meeting minutes to provide a historical record of actions, track individuals' progress against the strategic goals, and promote accountability
- Managed over 30 daily emails and phone calls in both French and English, ensuring seamless communication and demonstrating good judgment in a politically sensitive environment
- Implemented organized work procedures and schedules for assistants and technicians, while adeptly assigning tasks and diligently tracking their daily activities
- Operated office equipment and software proficiently while adapting to new technologies through learning and implementing
- Researched and curated online resources to develop comprehensive documents outlining workplace health and safety procedures, with a focus on advocating for employee well-being
- Efficiently sorted incoming correspondence, both physical and electronic, and formulated appropriate responses for routine inquiries
- Liaised with the Chief of Property in overseeing the maintenance of all buildings and equipment while successfully completing general office administration duties

Internews Network (non-profit organization)

2008 – 2009

Administrative and Financial Assistant

Finance and Administration Manager

- Monitored and updated the appointment calendars for the National Director on a daily basis, determining priorities, accommodating busy schedules and unforeseen events
- Mediated weekly staff meetings by facilitating and guiding the discussions to ensure productive and respectful communication, trust, and cooperation among participants

- Conducted and successfully executed training sessions for 60 journalists' associations, preparing budgets, handling materials, timelines, guests, travel, venues, and catering
- Efficiently planned and executed last-minute events, coordinating logistics, resources, and schedules, applying problem-solving skills and the ability to work under pressure
- Used MS Outlook skillfully to create and monitor daily tasks; used MS Project to develop and track progress on long-term goals
- Effectively managed competing priorities: meetings, reports, and email responses simultaneously; showcased exceptional organizational, interpersonal, and communications skills
- Performed monthly inventory management for office supplies and equipment, while adhering to budgeting practices
- Coordinated recruitment processes by posting job openings, scheduling interviews, and assisting with onboarding to ensure an efficient hiring process
- Implemented accounting applications to enhance financial controls while generating invoices, conducting account reconciliations, preparing balance sheets, and executing budget planning
- Identified and resolved invoicing issues, accounting discrepancies, and other financial problems

Central Bank of Haiti (BRH)

2004 – 2007

Executive and Administrative Assistant

- Acted as the first point of contact for all 5 members of the Board of Directors, consistently demonstrating discretion, diplomacy, and tact in managing sensitive information
- Delivered exceptional support to the senior executives by adeptly handling the conflicting schedules of all members, prioritizing tasks, and applying strong time management skills
- Collaborated with Human Resources to advocate for and successfully negotiate enhanced health insurance benefits
- Supervised and trained 2 administrative assistants during the organization's expansion, ensuring attention to detail and adherence to existing policies
- Prepared, edited, and proofread all correspondence, reports, brochures, invitations, and presentations while managing conflicting priorities and addressing time-sensitive issues
- Facilitated the distribution of both physical and electronic mail, effectively coordinating the internal and cross-departmental information flow
- Developed and implemented cost-effective filing and organizational practices that cut data retrieval time by at least 40%
- Liaised with the Chief of Organization and Method to draft administrative policies and procedures for 20 departments and to provide briefings to the Board of Directors

▪ EDUCATION

Bachelor of Business Administration; Université du Québec à Montréal - TÉLUQ

2022

Relevant courses: Accounting, Finance, Communication, Labor Relations, HR Management, Project Management

Diploma in Bilingual Secretarial Studies; Christ the King Secretarial School

2004

Relevant courses: Business English and French, Math, Labor Law, Secretarial Procedures, Public Speaking

▪ ADDITIONAL SKILLS

- Bilingual as per the CEFR level – French: C1 (TEF) and English: C1 (IELTS)
- Proficient with Windows, Microsoft Office, and Internet navigation
- Solid organizational, prioritization, and time-management skills
- Empathy, good judgment, and excellent communication skills
- Confident, tenacious, trustworthy, flexible
- Deep appreciation for diversity and an inclusive approach to teamwork
- High degree of critical thinking, troubleshooting, and initiative