



# IBIENE BIDIAQUE, MA CCAP

CERTIFIED ADMINISTRATIVE  
PROFESSIONAL

## CONTACT

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## PUBLISHED WORKS

- Inspector Dagogo (2022)
- Loving Gladys (2020)
- Yardsale (2013)

## LANGUAGE

English ●●●●●●●●

Yoruba ●●●●●●●●

ASL ●●●●●●●●

## SKILLS

- See full list on page 2

## PROFESSIONAL PROFILE

- Canadian Certified Administrative Professional (CCAP)
- Upstanding member of the Association of Administrative Professionals (AAP)
- Over 10 years' experience as an entrepreneur and assisting clients in the smooth-running of their working methods
- I possess a wealth of experience in creativity, planning, collaboration, and business operations
- Excellent communication skills, strong team player, and strategic planner with exceptional organizational abilities.

## EDUCATION

### MA in Criminology & Criminal Justice

King's College, London (2010 - 2012)

- Merit

### BSc in Psychology

The University of Manchester (2006 - 2009)

- Honours

## CERTIFICATIONS

### Canadian Certified Administrative Professional

Association of Administrative Professionals /  
Confederation College (2020 - 2022)

- GPA - 4.0

### Manchester Leadership Program

The University of Manchester (2008)

## WORK EXPERIENCE

### Founder

I.B. Administrative Services, Mississauga ON | September 2022 - Present

- Develops and maintains company's vision, mission statement, and strategic plan
- Sets up company's systems and procedures.

### Practice Manager

Wholetherapy, Dartmouth NS | April 2021 – June 2022

- Practice Manager for a mental health clinic; responsible for onboarding new staff members, ensuring the smooth running of client bookings and communication, and organizing SharePoint files for ease of access to all staff
- Managed employee training for all new Associate Therapists and Administrative Staff over a 15-month period and offered continuous advice, guidance, and mentorship on duties and best practices
- Aiding in streamlining business processes
- Social media and email management and marketing.

### Administrative Manager

Green Worship, Lagos | June 2017 – Sep. 2020

- Aided in meeting preparations and calendar management for executives.
- Responded to emails, drafted documents, and handled and disseminated meeting minutes. Followed up with team members on assigned tasks.
- Coordinated ushers, anchors, and volunteers for fund-raising events hosted by organization. Managed organization's social media pages.
- Extensive experience managing multiple priorities, data entry, and administrative coordination.

### Program Coordinator

The Love Eternity Foundation, Lagos | Feb. 2013 – Sep. 2020

- Designed successful and innovative mentorship and training programs for inner city youth, centered around building self-worth and strengthening creative writing skills.
- Assessed the individual needs of participants and evaluated the achievement of the programs. Delegated various workshop sessions to mentors based on their skillset and knowledgebase. Coordinated attendance of workshops with community leaders.
- Organized creative writing seminars and conferences for professional writers, working with established leaders in the industry.
- Compiled and discussed results of quarterly and annual reports with board of directors.

## SKILLS

- Proficient in: Office 365, MailChimp, Constant Contact, Square Up, HoneyBook, Asana, Click Up, Monday, Jane App, Google Suite, Adobe Illustrator, Wix, Webflow, WordPress, Zoom
- Demonstrable experience with invoicing, organization, and internal and external coordination
- Excellent customer service mindset; solution-driven, and detail-oriented
- Strong written and verbal communication skills
- Highly organized with attention to detail; willing to take on new responsibilities.