

HANNAH O'NEILL

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Executive Assistant

Strategic Executive Assistant and Certified Professional Scrum Master II (PSM II) with over 10 years of experience as an operational problem-solver, delivering trusted, high-level support to C-suite executives across complex, regional, and cross-functional organisations. Skilled in managing high-volume calendars, coordinating international travel, and improving operational efficiency through proactive workflow management, Agile facilitation, and AI optimisation. Recognised for maintaining precision under pressure, protecting executive focus, and navigating cross-functional priorities with emotional intelligence, discretion, and clarity. Brings a structured, forward-thinking approach that enhances productivity, stakeholder alignment, and cultural cohesion at the leadership level.

Skills

Executive Calendar & Travel Management | Board Meeting Preparation & Documentation
Cross-functional Collaboration & Stakeholder Coordination | Agile Facilitation (PSM II Certified)
Workflow Optimisation & AI Tools | SAP / Oracle | Event & Project Management | Attention to Detail & Accuracy | Time Management & Prioritisation | Confidentiality & Discretion | Microsoft Office Suite & Google Workspace

Experience

Executive Assistant to SVP Operations

[Oilfields Supply Center, Dubai, UAE | August 2024 – July 2025](#)

Main duties and responsibilities:

- Supported the SVP overseeing 10 oil & gas entities, managing complex multi-time zone calendars, coordinating high-level approvals and serving as a gatekeeper to safeguard time, focus, and strategic priorities
- Created end-to-end high-level travel itineraries for international business trips, ensuring seamless logistics across multiple time zones for high-stakes board meetings, site visits, and client engagements
- Acted as liaison between business unit heads and the SVP, ensuring alignment of priorities, access, and follow-ups including coordination with the CEO's office where needed
- Created branded PowerPoint presentations and internal brochures to showcase OSC's product and service portfolio across subsidiaries
- Designed and maintained monthly forecasting spreadsheets, tracking projected revenue and actuals, supported by clear visual reporting dashboards
- Extracted and analysed inventory data from Oracle and delivered targeted reports based on executive requirements
- Managed procurement workflows, including purchase request submissions and resolving delivery or process delays
- Participated in strategy meetings to stay aligned with broader business direction and proactively support operational needs
- Led wellbeing initiatives, team connection, and promotion of a positive workplace culture, including hosting internal events

Key Achievements:

- Streamlined forecasting and reporting processes across 10 business units

- Supported the development of visual formats and simplified trackers to improve clarity and consistency in monthly reporting
- Strengthened cross-functional coordination through proactive communication and systems thinking

Executive Assistant to General Counsel (Executive Director)

Crescent Petroleum, Sharjah, UAE | January 2018 – August 2024

Main duties and responsibilities:

- Managed complex, multi-time zone calendars for the General Counsel, scheduling internal and external meetings across global regions
- Coordinated all international travel for the General Counsel, legal department, and external guests — including UHNWI, managing complex itineraries, visas, hotels, and high-stakes meeting logistics with professionalism and discretion
- Oversaw personal logistics; managing family travel, medical appointments, family events and curating gifting arrangements
- Coordinated logistics for witness preparation sessions and international trials in partnership with external legal firms, including arranging meetings, preparing legal documentation, and managing travel and scheduling for key witnesses
- Organised internal legal events such as team-building sessions and external training with partner law firms
- Assisted with board meeting preparations, handling logistics and administrative support in alignment with corporate governance standards
- Oversaw daily operations for the legal department, including office maintenance, inventory, and filing systems — acting as the department's key point of contact for all operational needs
- Served as account manager for the NAVEX compliance and whistleblowing platform, managing user access and reporting on anti-bribery and anti-money laundering training status
- Collaborated with HR, finance, and accounts teams to process legal department expenses, vendor invoices, reimbursements, and timesheets using SAP
- Performed high-accuracy administrative tasks including drafting legal correspondence, preparing meeting minutes, and copy typing

Key Achievements:

- Acted as the central coordinator for all operational, compliance, and administrative needs within the legal department
- Supported the delivery of high-quality board meeting packs and compliance reporting under tight timelines
- Recognised for proactive problem-solving, cross-functional collaboration, and maintaining calm under pressure in a fast-paced legal environment

Administrator

Creative Nest Nursery, Dubai, UAE | September 2016 – January 2018

Main duties and responsibilities:

- Acted as front-of-house and parent liaison, managing daily communications, resolving queries, and maintaining a professional reception environment
- Managed the Daycare Channel app uploading student information, sending parent updates, and training staff and families on usage
- Maintained accurate attendance records for staff and students, created daily registers, and managed admissions documentation
- Organised after-school activities and nursery events, including vendor coordination, sign-up logistics, and promotional materials

Planned career break (Including temp assignments)

Mar 2013 - Aug 2016

Took a planned career break to raise a young family while staying professionally active through short-term assignments.

- Executive Assistant / Office Administrator – Al Tayer Group (Mar 2014)

Delivered short-term support for diary management, office admin, and day-to-day coordination

- Receptionist – Jaguar Land Rover (Jul 2013 & Jan 2014)

Delivered professional front-of-house service for a luxury automotive brand, including visitor coordination and switchboard management

Executive Assistant to Area Manager

[Korn Ferry \(Hay Group\), Dubai, UAE | January 2011 – March 2013](#)

Main duties and responsibilities:

- Managed complex diaries and scheduled meetings across time zones for internal and external stakeholders
- Coordinated all travel logistics including flights, hotel bookings, visa arrangements, and ground transportation
- Prepared weekly and monthly business reports to support the Area Manager and management team
- Processed expense reports, medical reimbursements, and purchase orders in collaboration with the finance team
- Supported proposal submissions and RFP documentation, ensuring accuracy and deadline compliance
- Produced high-quality presentations and reports using PowerPoint, Excel, and Word for internal and client-facing use

Office Manager & EA to CFO

[UK Capital Investments Group, Dubai, UAE | May 2009 – January 2011](#)

Main tasks and responsibilities:

- Provided executive support to the CFO, including meeting coordination, minute-taking, and full travel management
- Recruited and supervised front-of-house staff; implemented office procedures and ensured company-wide policy adherence
- Assisted the finance team with budgeting, invoice tracking, purchase orders, and petty cash handling
- Managed supplier contracts and procurement for all office needs including stationery and building management
- Administered Etisalat Business accounts, including bill payments, account setups and cancellations
- Liaised with building management on maintenance issues and office setup for new premises
- Established efficient filing systems and ensured accurate record maintenance for the department

Communication Information Systems Specialist

[Royal Navy, United Kingdom | 2006 - 2008](#)

Main tasks and responsibilities:

- Responsible for maintaining and operating the communication and IT systems that enable secure information exchange, crucial for naval operations and the well-being of the crew
- Managing complex data networks, including internet and satellite communication, and ensuring the safe flow of information both internally and externally

Education & Certificates

- **Bachelor of Arts - BA (Hons), Business Management (Marketing)**
[The Open University | 2017 - current](#)
- **Professional Scrum Master™ II (PSM II)**
[Scrum.org | 2025](#)
- **Sports Massage & Personal Training (Level 3 Diploma)**
[Premier Training International, UK | 2008](#)