

IOANA-LAURA BAN

Operations Coordinator • Compliance • HR Administration • Occupational Health & Safety and Fire Safety

Oradea, Romania

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PROFESSIONAL PROFILE

I have experience in international operations, field team coordination, human resources, monitoring, and document administration. I pursued university studies in Law and hold certifications in Occupational Health and Safety, Fire Safety, and Internal Auditing.

I have experience in managing schedules and technical interventions, communicating with field personnel and clients, administering employee documentation, monitoring incidents, and ensuring compliance with internal procedures.

I adapt quickly to new technologies and processes and can work simultaneously with multiple applications and enterprise systems. I am organised, detail-oriented, and focused on resolving operational issues efficiently.

CORE COMPETENCIES

- Field team and scheduling coordination
- Monitoring interventions and operational workflows
- Document administration and procedural compliance
- Compliance and internal auditing
- Occupational health and safety
- Fire prevention and fire safety
- Employee document administration
- Recruitment and candidate communication
- Customer relations and operational support
- Incident and alarm system monitoring
- Reporting and preparation of formal records
- Data protection and information security
- Remote work in international environments
- Managing multiple applications and workflows simultaneously

PROFESSIONAL EXPERIENCE

Field Service Dispatcher

Diebold Nixdorf (UK) Limited

March 2023 – February 2026

- I acted as the main point of contact between field technicians and engineers, clients, and internal departments.
- I coordinated and monitored appointments for technical interventions.
- I tracked estimated arrival times and the completion of service visits.
- I monitored task groups and field staff schedules.
- I identified unallocated time slots, overbooking, cancellations, and operational bottlenecks.
- I updated intervention statuses and information in internal systems.
- I communicated with technicians to resolve issues arising during service visits.
- I communicated with clients and provided information regarding appointments and the status of their requests.
- I prioritised tasks according to urgency, availability, and client requirements.
- I worked simultaneously with multiple applications and digital systems.
- I performed my duties remotely within an international working environment.
- I managed a high volume of information and requests within limited timeframes.

Human Resources Assistant

Zaleco SRL, Oradea

September 2022 – February 2023

- I managed employee documentation from onboarding through to the termination of employment.
- I prepared and distributed payroll-related documents and payslips.
- I communicated with employees from both production and management departments.
- I published recruitment advertisements on online platforms and social media.
- I communicated with prospective candidates and supported the recruitment process.
- I travelled to public institutions to submit official documents.
- I delivered workplace health and safety presentations.
- I distributed work-related equipment to employees.
- I supported management in implementing new internal procedures.
- I managed and archived employee records.
- I used Microsoft Word, Excel, Outlook, and Asana.
- I presented the company, its products, and services to prospective employees.

Alarm Monitoring Centre Dispatcher

real,- Hypermarket Romania SRL, Oradea

2008 – 2012

- I monitored an extensive CCTV surveillance system.
- I supervised fixed, mobile, and rotating cameras.
- I identified theft, property damage, and other security incidents.
- I monitored alarms connected to fire doors and emergency exits.
- I communicated with security officers and supervisors.
- I promptly reported observed incidents.
- I worked with the relevant authorities to investigate and resolve incidents.
- I prepared formal handover and receipt records for equipment.
- I maintained records of phones, cameras, and monitoring systems.
- I complied with internal security and incident-reporting procedures.

EDUCATION

University Studies in Law

University of Oradea

I pursued university studies in Law without taking the final degree examination.

University Studies in History

University of Oradea

2005 – 2008

I pursued studies in History, Geography, International Relations, and European Studies.

High School of Arts, Oradea

2000 – 2004

Music specialisation – Percussion

CERTIFICATIONS AND QUALIFICATIONS

- Occupational Health and Safety Inspector Certificate – accredited 80-hour course
- Fire Safety Technical Officer Certificate
- Internal Auditor Certificate
- NCFE Level 2 Certificate in Understanding Data Protection and Data Security
- NCFE Health and Safety Awareness
- NCFE Customer Service
- NCFE Personal Development for Employability
- NCFE Equality and Diversity
- OCNLR Level 1 Award in Understanding Personal and Interpersonal Conflict
- Highfield Entry Level Award in Fundamental British Values
- SIA Licence – United Kingdom security qualification

OCCUPATIONAL HEALTH, FIRE SAFETY, AND COMPLIANCE SKILLS

- I can support employee training in workplace health and safety.
- I can monitor emergency exits and fire alarm systems.
- I can manage the distribution and tracking of protective equipment.
- I can identify and report incidents.
- I can monitor compliance with internal procedures.
- I can prepare formal records and administrative documentation.
- I can monitor operational risks.
- I comply with information protection and security requirements.
- I have knowledge of internal auditing and compliance control.
- I can communicate effectively with employees, management, and public institutions.

DIGITAL SKILLS

- SAP and other enterprise applications
- Microsoft Excel
- Microsoft Word
- Microsoft Outlook
- Asana
- Technical intervention coordination systems
- Scheduling and activity-monitoring systems
- Reporting and status-update applications
- CCTV and alarm-monitoring systems
- VPN and secure authentication systems
- Data protection and secure account access
- Email and online collaboration tools
- LinkedIn
- Facebook
- Instagram
- Ability to work simultaneously across multiple applications

LANGUAGE SKILLS

- Romanian: Native
- English: Good written and spoken level
- Italian: Intermediate written and spoken level

PERSONAL SKILLS

- I communicate clearly and persuasively.
- I am organised and detail-oriented.
- I can manage multiple tasks simultaneously.
- I adapt quickly to new situations and technologies.
- I am customer-oriented.
- I can work effectively under pressure.
- I prioritise tasks efficiently.
- I handle sensitive documents and information with discretion.
- I collaborate effectively with technical and administrative teams.
- I am responsible and discreet.
- I comply with procedures and internal rules.
- I analyse situations and identify practical solutions.
- I maintain a professional and results-oriented approach.

ADDITIONAL INFORMATION

- I hold a Category B driving licence.
- I am available for business travel.
- I am interested in positions based in Oradea or remote roles.
- I have experience working in an international environment.
- I have experience working from home.
- I adapt quickly to new applications and procedures.
- I am interested in roles in operations, compliance, human resources, occupational health and safety, fire safety, and administrative support.