

# ANA MARIA LAWSON

Finance Operations & Business Support Specialist

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## PROFILE

Dynamic finance and operations professional with over 10 years of experience across banking, finance, business development, and corporate relations. Proven track record of delivering high-quality support in industrial, media, travel, PR, telecoms, and events sectors. Skilled in client relationship management, credit control, and financial administration with a strong commitment to compliance and service excellence.

## CORE COMPETENCIES

- Financial Administration & Reporting
- Credit Control & KYC Compliance
- Client Relationship Management
- Microsoft Office & Financial Software
- Business Development & Partnership Building
- Verbal & Written Communication
- High Ethical Standards & Discretion

## PROFESSIONAL EXPERIENCE

### Fodabox, London

Finance Administrator | 2016 – April 2025

- - Maintained accurate financial records and handled bookkeeping using accounting software.
- - Oversaw credit control operations and ensured timely debt collection.
- - Supported packaging order planning and stock level management.
- - Conducted KYC procedures and ensured regulatory compliance.
- - Handled general office duties, including filing and bank reconciliation.
- - Managed client feedback and formal complaint resolution processes.

## **Marcus Evans, London**

Business Development Manager | 2011 – 2016

- - Built and maintained partnerships with major brands including E&Y, Deloitte, KPMG, Vodafone, Etisalat, and Hewlett Packard.
- - Delivered outstanding service to international delegates and corporate clients.
- - Generated reports and documents using business intelligence tools.
- - Provided market insights and performance forecasting to senior stakeholders.

## **Mashreq Bank, Dubai**

Relationship Manager Assistant | 2009 – 2011

- - Supported corporate client negotiations, credits, and discounting.
- - Handled inbound queries and managed client portfolios.
- - Ensured prompt and effective complaint resolution.
- - Maintained detailed and current records, ensuring compliance with internal standards.

## **Anglo Romanian Bank, Romania**

Customer Relationship Officer | 2004 – 2008

- - Acted as liaison between clients and managers to provide responsive, quality service.
- - Ensured accurate documentation and KYC compliance.
- - Handled administrative duties related to operations and customer interaction.
- - Identified areas for service improvement and process innovation.

## **EDUCATION**

Master's Degree in Management in Technology of Mineral Oil

University of Chemistry and Technology of Mineral Oil (Ovidius University), Romania | 2004 – 2006

Bachelor's Degree in Management – Finance & Accounting

Spiru Haret University, Romania | 2015 – 2017

## **LANGUAGES**

- English (Fluent)
- Romanian (Native)
- Italian (Proficient)