

**MADALINA TICU**

**GRADUATE  
EXECUTIVES ASSISTANT**



In the below piece, Madalina tells us about her experience as a Graduate at Centerprise.

**What degree did you gain and from which university?**

I have graduated in 2017 with a degree in Hospitality and Tourism Management from the University of Surrey.

**Did you have a particular speciality in the industry you wanted to work in upon completing your degree?**

I did not have any experience in the IT industry but I've always been fascinated with technological advancements and the fast rate at which technology has developed in the last decades. I still enjoy keeping up to date with what's new in the industry.

**What work experience did you undertake to support your development and leading to your role at Ci?**

I undertook a one-year internship at a hotel in London where I gained some relevant experience by working as a PA to the GM. Although my current role is of a more challenging nature this initial expose has contributed towards my securing this position.

**What role do you undertake at Ci and what does it involve?**

I fulfil the role of Executives Assistant which involves supporting Chairman, Rafi Razzak and CEO, Jeremy Nash with a variety of admin tasks, 'gatekeeping' and creating win-win situation for all stakeholders involved, conducting research and following up on contacts with the aim of facilitating and developing further engagement, among other things.

**What development opportunities have you been given since joining?**

I have attended a 3 months course provided by Chairman Rafi Razzak on the essential elements for a successful business. I have also attended a free-for-all development event where guest speaker Hilary Scarlet – international speaker, author, consultant and Director of Scarlett & Grey – shared basic facts about the human brain and how to reach the full potential in us and those around us.

**What do you feel you have learned?**

Through the aforementioned development and my unique position in the company, in the one year I have been with CI I have gained a good understanding of the operational side of business as well as the strategic direction of the Company. I have also improved my decision-making skills and I became better at managing my workload, meeting deadlines and delivering positive results on my assigned projects.

**What is your greatest achievement at CI?**

Being part of the Focus Group that, over a period of a few months, worked towards determining the core values of CI and formulating a Brand Promise to summarise the Company's ethos to its customers, partners and employees. As part of this activity, I also had to present the findings to a large audience of colleagues during one of CI's Quarterly Briefing, which was a very challenging exercise, but for which I received very positive feedback.

**What is the best bit about working at Ci?**

Definitely the people. The work force is very diverse, full of soul and personality. Although it can get challenging at times I've had many colleagues at all levels selflessly offering support – being it hands on assistance or a good advice – for which I am very grateful. Many times this support extends outside of the business boundaries too, which creates a feeling of community. It greatly improves morale knowing that when things get tough you can rely on the people you work with.

**Where do you hope your career will take you?**

I am not too sure at this point in time. At the moment, I'd like to get better at fulfilling my current role, as there is still much to learn. I recognise that I am in a unique position that has the potential to expand in time and I want to make the most out of it. I've always been open to new challenges, as I believe these have the highest impact on individual development and thus it's a great opportunity to be part of CI in these exciting times of fast growth.

**What is the working environment and culture like at CI?**

The management style is 'open doors', which means that employees at all levels can consult upper management if necessary when making decisions, to get the best result. The office is built on an open plan, which encourages colleagues to work together as well as socialise with each other. Stemming from entrepreneurial beginnings the culture has remained so over the decades attracting dedicated people who are not afraid to challenge the status quo and be challenged in return. Although mistakes do happen, as is human nature, I can truly say that the CI staff put a lot of passion in their work and are always striving to do the right thing by our customers.