**OFFICE ADMIN/EXECUTIVE SECRETARY**

**AREAS OF EXPERTISE**

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| * Office procedures
* Data management
* Customer service
* Reception support
* Diary management
* Minute taking
* Filing / archiving
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| **EDUCATION** |
| B.Sc.(Honors )Business Administration (2006-2010)Madonna University, ichigan-USA***Higher Secondary, CBSE (2003-2005)***New Indian Model School, UAE**IT SKILLS*** Basic Tools: MS OFFICE
* Operating system: MS-DOS,WINDOWS98

/2000/XP/2007* Oracle Application,Fresa Application
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*A highly-organized Administrator/Executive Secretary with 10 years of proven experience in UAE with diversified industries & proven office management skills and lots of initiative. Able to deal with people at all levels and capable of ensuring the office runs like clockwork. Experience of organizing and supervising of the administrative activities in a busy office environment, all within budget and to tight timescales. Knowledge of using a range of office software, including email, spreadsheets and databases. Currently looking for a suitable office admin/secretary position with a reputable company, fast-paced environments that demand “grace under fire” and excellent organizational skills.*

**Career History**

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| ***Office& HR Administrator/Executive Secretary*** *S.S.M. TOURISM & CARGO, Dubai,*  | ***2011 to 2015*** |
| ***Admin & Legal Secretary-*** *AL SHAMSI & PARTNERS (LEGAL CONSULTANTS), Dubai* | ***2010 to 2011*** |
| *Accounts Assistant (****Receivable)****-**TAWSEEL DISTRIBUTION& LOGISTICS, Dubai* | ***2009 to 2010*** |
| ***Receptionist & Customer Service Executive*** *DCFC Shipping & Logistics, Dubai* | ***2005 to 2008***  |

**Accomplishments**

* Used personal judgment and initiative to develop effective and practical solutions to challenges and obstacles in accounting operations, activities and procedures.
* Recognized for strong commitment to service excellence, resourcefulness and initiative to support management plans.
* Demonstrated professionalism and strong work ethic in the execution of job profile.

**Professional Experience**

## *****Executive Secretary to the MD &***** *Office & HR Administrator*

* Arrange conferences, Hotel bookings, meetings, and travel reservations for office personnel.
* Answered phones and acted as liaison to help clients in need.
* Assisting the other office staff as requested. Maintain Data & Files and all correspondence in office.
* Managing calendars & schedules meetings for the MD
* Organizing and maintaining diaries and making appointments.
* Handling HR Recruitment, as well as maintain & extended to employee retention in Companies.
* Handling departmental development, HRIS, employee relations, training and development, benefits, compensation, organization development, executive administration, and employment.
* Producing documents, briefing papers, reports and presentations.
* Prepare correspondence, screen all calls & emails on behalf of the MD
* Preparing company reports using Excel
* Staff administration including holiday and sickness tracking.
* Provide administrative and clerical support to departments or individuals.
* Maintain hard copy and electronic filing system.
* Monitoring of staff timesheets time in lieu and holidays.
* Liaising with internal & external clients
* Organizing meetings, Maintaining & developing the office filing systems both on paper and computer.

## *Account Assistant*

## Entering the subscription & retail customer’s data,

* Entering the receipts, Invoice tracking Updating Invoices
* Following up with customers regarding the payments.
* Customer creation in Oracle Application, Making collection target.
* Compile monthly collection reports, Bank Deposit Entries, Credit Memo & Debit Memo entries
* Making Statement Of Account , Issuing of Remittance Book, Making Receipt
* Providing the customers with updated statements
* Answers correspondence, phone, and electronic mail concerning procedures or inquiries on the processing of payments by responding verbally or in writing.
* Issuing of Remittance Book Maintains and updates files for payment documents,
* Invoices, purchase orders, requisitions, accounts receivable, and correspondence; gathers and collates records as requested by supervisor
* Processes, photocopies, and files documents and records as required for record keeping.
* Generating invoices, cash collection.
* Other assigned works

***Receptionist & legal Secretary & Customer Service Executive***

**ADMINISTRATIVE ABILITIES**

* Maintaining an electronic and hard copy filing system,
* Providing training and orientation for new staff,
* Coordinating and arranging repairs to office equipment.
* Comprehensive knowledge of Microsoft Word, Outlook, Excel and Access,
* Scheduling meetings and preparing agendas for them.
* Effective organizational skills, organizing travel & accommodation arrangements, resolving administrative problems.
* Supervising other clerical staff.
* Conducting research on behalf of managers.
* Scheduling and delegating administrative tasks, creating presentations and writing up reports
* Ability to type at 50+ wpm.

**LANGUAGES**

* ENGLISH
* ARABIC (BASICS)

**PERSONAL DETAILS**

Nationality: Indian

Marital Status: Married

* Open and date stamp all general correspondence
* Maintain the general filing system and file all

 correspondence

* Receive, direct and relay telephone messages and

 fax messages

* Pick up and deliver the mail
* Prepare Arrival notice, issue Deliver order
* Assisting the other office staff as requested.
* Maintain Data & Files and all correspondences
* Handling departmental development, HRIS,

 employee relations, training and development,

 benefits, compensation, organization

 development, executive administration, and

 employment.

* Maintain knowledge of the customer relationship

 business including policies, standards, and

 regulations.

* Communicate and coordinate politely with

 customers whether through email or even face to

 face.

* Take customers feedback to improve customer

 service offerings.

* Proven competencies in leveraging customer base

 to achieve growth using advanced techniques,

 prospecting strategies, relationship management

 and account servicing.

* Advice and help customers who use the products

 and services of the organization.

* Answer direct attorney phone lines and act as

 liaison between clients and attorneys. Schedule

 all appointments and briefings for attorneys, as

 well as track and maintain busy attorney

 Schedules. Open and maintains legal files

* Managed all administrative and office duties for
* sole attorney's office
* Revise legal documents for attorneys, including

 letters, depositions.

* Ensuring that any concerns or complaints are

dealt with appropriately.

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* **SSIONAL EXPERIENCE CONTINUED….**



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