Name : Leah

Marital status : Married

Area of Stay : Al Rigga

Profession Experience : **Admin, Secretary, Executive Secretary,**

Years of Experience : 3 years, 2 months in **Gulf** and over 5 years in **Kenya**

**PROFILE SUMMARY**

* A team player with a commitment to customer service through work experience that possesses ability to communicate confidently at all levels. With a reputation for delivering high quality and personal service to my work.
* Apart from being highly organized, I believe my strong background and experience in a customer focused environment makes me a great asset for any organization I join and continue to grow professionally.

**PROFESSIONAL EXPERIENCE:**

**5th March 2015 - 9th April 2016 LeeKapz Stores**

Position : **Admin Sales Support**
Reporting to : Departmental Manager**.**

* Call vendors to check on the orders, schedule deliveries, and coordinate payments.
* Schedule executive travel and staff meetings.
* Answered multi-line phone system and directed calls appropriately.

**1st April 2012 – 2nd January 2014 G4S Qatar OPC (www.g4s.com.qa**

**Promoted to** : **Admin Assistant for Contracts Department**Reporting to : Contracts Manager

• Assist the department in contract and addendum preparing process.

• Providing contract summaries and ensuring the contract execution in accordance with company policies

• Ensure contract(s) is signed by all the departments and ensure that by both the parties are in agreement.

**27th November 2010 - March 31st 2012 G4S Qatar W.L.L (**[**www.g4s.com.qa**](http://www.g4s.com.qa)**)**

Position : **Customer service - Front Office**

Reporting to : HR & PRO Manager

* Respond to telephone inquiries, providing quality service to customers and associates.
* Receive and greet clients politely, leaving a positive impression of the firm in their minds hence direct them to the right departments
* Reorganized the visitor’s check in and out procedure by introducing an automated identification system

**July 2009 - 25th Nov 2010 Steel Structures Limited (**[**www.steelstructureskenya.com**](http://www.steelstructureskenya.com)**)**

Position : **Executive Secretary**
Reporting to : CEO (Owner) and 2 Directors

* Provide administrative and business support to the CEO, Directors and support other members of the executive management team.
* Communicated effectively with multiple departments to plan meetings and prepare welcome packages for Company visitors.
* Improved office efficiency and easy files retrieval by implementing colour-coded filing
* Co-developed comprehensive, 80-page Company manual that enabled faster ramp-up for newly hired support staff.

**November 2006 - June 2009 Impact Communications Group (No website)**

Position : **Admin Assistant**
Reporting to : Director (Owner)

* Created highly effective organizational and filing systems, including quick and thorough indexing, filing

 resulting in time saving and easy access to the information required.

* Updated and maintained Directors calendar, completely re-organized executives and assisted managers

 with special projects as required, including office move, proof-read publications before printing and

 recruitment process.

* Provided superior administrative support to Director, including correspondences, legal documents,

 financial management, event/logistics coordination, communication and safety compliance.

**April 2004 - November 2006 Stan Images Limited (www.stanimages.com)**

Position : **Admin and a Book – Keeper**

Reporting to : Director (Owner)

* Generated reports that assisted upper management with decision making and were distributed to 200 + employees.
* Assisted in record summarizing and reporting of accounts payable and receivable on daily basis without any error or imbalance throughout my work tenure.
* Adeptly handle administrative duties including screening calls,managing calendars and office organization

**September 1998 - March 2004 Gertrude’s Garden Children’s Hospital (**[**www.gerties.org**](http://www.gerties.org)**)**

Position : **Secretary in Pediatric Surgeon’s Clinic**

* Schedule and confirm patient diagnostic appointments, surgery and medical consultations.
* Compile and maintain medical records and correspondence, carried out 7 years hernias research
* Answer telephone calls, coordinated appointments, maintained updated patients’ records and responded to emails.

**EDUCATION BACKGROUND**

13th April 2015 – 30th April 2015

St John Ambulance Kenya
**First Aid, Occupational Health & Safety and Basic Fire Fighting training**

1ST April 1997 – 30th November 2000

Temple Secretarial College and Verbena Universal College

**Secretarial studies and Computer**

1991 – 1994

Mary Immaculate Girls Secondary School

**Kenya Certificate of Secondary Education**

**OTHER TRAININGS**

30th Nov – 2nd Dec 2012

**Contracts Management Workshop at Enertech Qatar ‘Safety Training Centre**

2011

**Receptionist Training workshop in G4S Qatar**

August 2001

**Quality wise training (how to meet and exceed customer’s needs) at Gertrude’s Garden Children’s Hospital**

**SKILLS & COMPETENCE**

* Office and records management
* Fast typing speed and proficiency with Microsoft Office suite
* Ability to be flexible and remain calm under pressure
* Operate all office machines and equipment – computer, fax, printers, scanners, copiers, laminators, label maker, shredder.
* Confidentiality
* Interview and discharge staff

**HOBBIES:**

* Reading and improving myself on the internet
* Interior & exterior house designing
* Stitching shaggy mats

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

 