###### **MALAKEH**

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# SUMMARY

Proactive, highly motivated and resourceful Executive Assistant/Office Manager with over 25 years of experience and knowledge in all aspect of office management. Possesses a competitive spirit along with a strong desire to succeed, exceed goals, and maximize opportunities.

* Excellent organisational and time management skills.
* Capacity to prioritise tasks and work under pressure.
* Professional oral and written communication skills.
* Attention to details.
* Problem-solving and project management skills.

# EDUCATION AND PROFESSIONAL COURCES

**Tishreen University, Lattakiya**

* Bachelor French Literature.

**International Business Training Association, Al Ain**

* Certified Business Professional (CBP) - Project Management.

**NADIA Recruitment and Management Consultancy, Abu Dhabi**

* Executive Secretary and Personal Assistant skill.
* Human resources and administration support.

# CAREER HISTORY

**ASPEN MEDICAL SERVICES**  Abu Dhabi

OFFICE MANAGER December 2015 –Present

* Create and implement health and safety, security and administration procedures.
* Process business travel arrangement for all team including hotel booking and airport transfer.
* Arrange accommodation for new team members.
* Organise and facilitate management meetings.
* Recording office expenditure and manage petty cash.
* Provide HR support to office staff and ensure all new arrivals attended induction training and residency requirement are processed.
* Provide Secretarial support to General Manager.
* Carrying out routine process of team leave, training, performance appraisals and transport.
* Manage all incoming, outgoing mail and internal distribution lists.
* Maintaining preventive office equipment and facilities maintenance.
* Monitor and maintain office inventory (Stationery, Office Supplies).
* Liaise and coordinate with managers to ensure effective office management.
* Design and organizing the office space layout.

**EXXON MOBIL IRAQ SERVICES LIMITED** Dubai

EXECUTIVE ASSISTANT TO GM October 2011 – September 2015

SENIOR PROJECT MANAGER AND OPERATIONS MANAGER

* Implement office procedure and make sure all forms are up-to-date for internal use.
* Manage and maintain calendar for the senior managers.
* Point of contact for senior management meetings in Iraq, Dubai and Abu Dhabi Includes arranging all associated logistics.
* Coordinate the communication with Iraq Ministry of Oil and other companies to arrange meetings, expedite document transfer and facilitate communication.
* Manage travel bookings, reservations, and accommodations for the General Manager.
* Interpret, translate (English/Arabic) and redirect written, telephone and in-person communication.
* Track, record and file correspondence with government officials, International Oil Companies participants, on behalf of the General Manager.
* Point of contact for incoming expatriates and assist HR in residency process requirement and requesting new LAN ID and office access.
* Review and endorse all contracted employees expenses claims and invoices then forward it for the final management approval.
* Manage the Dubai office layout, assignment of temporary office spaces to visitors and conference room allocation.
* Prepare time sheet and expense reports for the senior managers.

**BAYNOUNAH MEDIA GROUP** Abu Dhabi

OFFICE MANAGER/EXECUTIVE ASSISTANT September 2009 – July 2011

TO CHIEF COMMERCIAL AND COMMUNICATION OFFICER (CCCO)

* Organize and maintain CCCO calendar and personal files.
* Deal with all correspondences and drafted executive letters.
* Maintain the filing and data management system including the contact list.
* Liaise and communicate with clients, suppliers and other departments.
* Handling highly confidential material and ensured delivery to appropriate receiver.
* Prepare payment request in accordance to the contract payment terms.
* Coordinate with the Administration & Hospitality Departments to organize and book executive business trips, including tickets, hotel and transport.
* Coordinate and assist in all event preparations.
* Maintain the division’s budget and other expenses.
* Receive the acquired program tapes (series, movies, documentaries, archives, etc.).
* Distribute received media to relevant departments for archiving and storage.
* Coordinate with the auditing team to ensure that all received materials are technically in good condition and met the contract terms.
* Update the delivery list and entering all received media in the separate data sheet.
* Issuing the payments as per the contracts terms & conditions.

**DAVIS LANGDON (6 Months contract)** Abu Dhabi

PERSONAL ASSISTANT TO DIRECTOR January 2009 – July 2009

* Check all fee accounts and process invoices and director’s expenses.
* Liaised and support Business Development team on the delivery of bid submissions.
* Handle highly confidential material, travel & hotel booking, business Lunch, solving IT Problem, draft correspondence, note report & agenda and built relationships with key client & their PA’s.
* Manage business and personal diaries of directors, both relating to business (organizing meetings, business trips, lunches, dinners, conferences, etc.)

**AL SHAHEEN ADVENTURE** Abu Dhabi

OFFICE MANAGER & PROJECT ADMINISTRATORJune 2007 – November 2008

* Assist with monthly budgeting, expenditure forms and handled office petty cash
* Translate and draft reports for management
* Supervise the work of 14 coordinators, secretaries and arrange the transportation.
* Maintain a leave record of team members and submitted to GHQ.
* Responsible for business & personal diaries of the Project Leader, maintain the project database and schedule, project team meeting, office supplies, arrival process for new team members and business travel requirements.

**AL DAR PROPERTIES PJSC – Al Jimi Mall**  Al Ain

PERSONAL ASSISTEANT AND PUBLIC RELATIONJanuary 2005 – May 2007

* Manage the General Manager’s calendar/Screen his calls and arrange the travel & hotel booking.
* Translate and draft letters (Arabic & English) for Mall Manager
* Prepare and email the monthly management report to the head office
* Create the LPO’s for the office requirements (stationary, kitchen supplies, etc.) and handled office petty cash
* Coordinate with the Mall Manager/Operations Manager in preparing the mall events and promotions and get the required authorization from government organization (Municipality, Planning Department, etc.)
* Update and maintain the tenants data and contact details
* Help the mall manager with all leasing and tenancy matters and arrange for the specialty leasing as well as the promotional temporary lease.
* Deal with the community services (Schools, Hospitals, etc.) for activities in the mall
* Deal with the media, advertising agencies & decoration companies for the mall events
* Coordinate with customers for publicity and advertising in the mall.

**AL MAKAMIN COMMERCIAL PROJECTS - SULTAN INTERNATIONAL** Abu Dhabi

OFFICE MANAGERJanuary 2003 – September 2004

**BIN HAFEEZ GROUP** Abu Dhabi

EXECUTIVE SECRETARY TO MANAGING DIRECTORSeptember 1998 – December 2002

**HOLIDAY INN CROWN PLAZA HOTEL** Abu Dhabi

FRONT OFFICE CLERKJanuary 1997 – August 1998

**PLAZA HOTEL** Damascus, Syria

ASSISTANT FRONT OFFICE MANAGERJanuary 1996 – January 1997

**CHAM PALACE HOTEL** Damascus, Syria

FRONT OFFICE RESERVATIONMarch 1990 – December 1995

# KEY COMPETENCIES AND SKILLS

* Professional Arabic and English.
* Problem solving.
* Decision making.
* Excellent communication.
* Computer Skills.
* Time Management.
* Public relations, customer service skills.
* Strong organizational and interpersonal skills.

# PERSONAL DATA

Nationality : Syrian

Marital Status : Single

Visa Status : Residency