MUSKAAN SAEED

**Languages:** Fluent in English / Urdu (Hindi)

 Basic Arabic

**Work Experience**

**ASTER DM HEALTHCARE LLC**

May 2013 to Present

**ADMINISTRATION EXECUTIVE CUM OFFICE ASSISTANT**

* Plan and manage day to day operations for corporate office.
* Manage and coordinate all the company’s events such as conferences, birthdays, charity events, employee appreciation meetings (which includes Doctor’s Dinner twice a year, Aster DM Carnival for employees & families once a year, Christmas Party, New Year Get Together, GCC wide conferences and many more.)
* Visit venue to plan layout of seating & decoration along with selecting catering companies with respect to the crowd attending the event.
* Monitor event timelines and ensure deadlines are met.
* Work with printer & designer to develop event invitations and finalize the invitee list.
* Coordinate event logistics.
* Prepare nametags, materials, notebooks, gift bags, Tokens etc.
* To supervise housekeeping, keep in check up-to-date stationary items, eatables and other administrative purposes

**Professional & Confidential Support**

* Provide professional and confidential administrative and research support to the Senior Management
* Help maintain calendar by planning and scheduling meetings, conferences, teleconferences; using prioritized skills and a high level of interpersonal communication skills
* Plan, coordinate and ensure the Director’s schedule is followed and respected.
* Coordinate meetings and teleconferences.
* Research, prioritize and follow up on incoming issues and concerns addressed to the management, including those of a sensitive or confidential nature; determines appropriate course of action, referral, or response.
* Manage a variety of special projects.
* Successfully complete deliverables with a hands-on approach, including drafting acknowledgement letters, personal correspondence, and other tasks that facilitate the management’s effective communication across the company.
* Prioritize conflicting needs; handles matter expeditiously, proactively, and follow-through on projects to successful completion, often with deadline pressures.
* Assist in coordinating the agenda of senior management team meetings and off-sites, and all staff meetings.

**Internal & External Client Management**

* Provide a bridge for smooth communication between the management and internal departments; demonstrating leadership to maintain confidentiality, trust and support with senior management staff.
* Client relationship management.
* Welcomes all guests with professionalism and respond to various inquiries over the phone and in person from visitors by providing information according to guidelines and/or directing calls to the appropriate parties.

**Communication Management**

* Communicate directly, and on behalf of the management, with Executive team, and others on matters related to management’s priorities.
* Work closely and effectively with the management to keep well informed of upcoming commitments and responsibilities, following up appropriately.

**Travel & Appointment Management**

* Coordinate and manage business travel, conference and meeting bookings and accommodation for the management while out of the office.
* Complete a broad variety of administrative tasks for the management including; managing an extremely active calendar of appointments; completing expense reports; composing and preparing confidential correspondence; arranging complex and detailed travel plans, itineraries, and agendas; and compiling documents for travel-related meetings.

**RAMADA PLAZA HOTEL**

2012 to 2013

ASSISTANT GUEST RELATION OFFICER

(Internship Program for 1 Year)

* Assist Guest Relation Manager with the daily operations of the department
* Check Guest arrival reports in advance and communicate daily with Housekeeping and other relevant departments on room allocations for VIP Guests
* Manage special room assignments and suite occupancies
* Assist with welcoming VIP guests by escorting them to their rooms
* Ensure all VIP room standards are met and amenities are in place before arrival
* Manage the Guest Relation Desk in the hotel lobby
* Serve as the main point of contact for VIP Guests and ensure hotel departments are fully briefed on their requirements
* Maintain accurate inventory of Guest amenities
* Demonstrate current and up to date knowledge of all hotel products and services
* Offer a professional manner with an emphasis on hospitality and Guest service
* Ensure that guest check-in and check-out services are done promptly and courteously.
* Ensure that front office staff is available at all the times for customer assistance.
* Manage special requests for customers including restaurant reservations, limousine services and car rentals.
* Address guest inquiries and concerns in a timely and professional manner.
* Coordinate with Event Coordinator in organizing meetings and specials events as requested by guests.
* Escalate unresolved guest issues to Director for immediate resolution
* Coordinate with Florist for flower decorations in lobby and rooms.
* Welcome, greet and meet customers in lobby.
* Make and change room assignments according to guest requirements.

**PEACH INTERNATIONAL PVT LTD**

2008 to 2012

**SECRETARY TO EVENT DIRECTOR & EVENT EXECUTIVE**

* Answer and screen phone calls and manages the Director’s mail.
* Planning and scheduling meetings and appointments including events, registration, travel arrangements as necessary.
* Preparing and editing correspondence, reports and presentations.
* Making travel and hotel arrangements.
* Transcribes drafts, proofreads and revises correspondence, memos, flyers, agendas, minutes, resolutions and policies.
* Assists in the completion of various forms, notices, press releases and other communications, which may require posting and/or publication.
* Assists with project monitoring and budget tracking.
* Suggests policy changes in order to streamline department operations.
* Assures departmental operations within budgetary guidelines.
* Completes the General Managers report, which requires input from all departments and is presented to the Board of Directors.
* Provides transcription and dictation of Board meeting minutes.
* To work with appropriate colleagues to develop and deliver the event specification and ensure that the style and caliber of the event meets the objectives and target audience.
* Ensure all event-related administrative records are kept up to date.
* To work with other relevant department like Marketing, Development, PR etc, to ensure events are promoted to the appropriate audiences.
* To be on-site and monitor all activities on the course of event, ensure staff is on task and make sure attendees of the event are satisfied with their experience.

**Academic Qualification**

**Bachelors of Arts**

University of Karachi

Pakistan 2016

**Intermediate Pre-Engineering**

Government Degree Science & Commerce College

Pakistan 2009

**Matriculation** **Science Group**

Karachi Public School,

Pakistan 2007

**Professional Qualification**

**Arabic Learning Program (90 Hours)**

NADIA Training Institute

Dubai, UAE

**Aviation Grooming & Orientation Course-Certified**

Silver Wings Aviation Academy,

Karachi Airport, Pakistan.

**Call Centre Training Program-Certified**

Skill Development Council Karachi,

Karachi, Pakistan.

**Certification**

**Effective Business Writing & Communication (2015)**

Learning & development

DM Healthcare LLC

 UAE

**Telephone Etiquettes Program (2014)**

Learning & development

DM Healthcare LLC

UAE

**Shine & Sparkle Grooming Program (2013)**

Learning & development

DM Healthcare LLC

UAE

**Skills**

* Ms. Office (Word, Excel, Power Point & Outlook)
* Budgeting
* Petty Cash Management
* Excellent Typing speed
* Letter Drafting
* Transcribing Dictation
* Customer Service
* Ability to take decisions and solve problems
* Confidentiality
* Adaptability
* Team Player
* Time Management
* Travel Arrangement
* Event Coordination
* Document Control and Management
* Excellent Communication & Multicultural Interactions
* Quick Learner and Self Motivated

**Job Seeker First Name / CV No: 18411508**

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