**Patricia**

**Patricia.314072@2freemail.com**

**PROFESSIONAL PROFILE**

Highly Motivated, multi-lingual administrative & Customer Service professional with 7+ years of experience providing executive level support, self – starter with exceptional interpersonal and organizational abilities, and a proven history of managing multiple projects simultaneously while supporting daily office operations. Expertise in calendar management, multi-line phone systems, meeting coordination for High Profile customers, expense reporting, travel arrangements and budget administration.

**July 2016 – Oct 2016**

**Oman Insurance Company** (Insurance)

**PA cum Admin Assistant – Consumer Lines**

**Responsibilities**

• Responsible for providing comprehensive administrative and secretarial support to the Executive Vice President –

Consumer Lines.

• Executive Assistants of other Heads of Department - For follow ups and conveying information.

• Handling travel & accommodation for Senior Mangement..

• Manage and prepare statements of expenses for the Executive Vice President – Motor

• Ensure timely settlement of bills and payments.

• Arrange meetings with internal staff and external business associates. Ensure timely appointments and meetings, confirmations to/ from all participants and fixing up of time and venue for the same.

• Liaise with other departments as and when required.

• Co-ordinate meetings by arranging boardrooms, preparing agendas & support materials, and prepare and distribute meeting minutes.

• Handle incoming/ outgoing mail, faxes, letters and forward to appropriate personnel.

• Maintain EVP’s – Motor diary, meeting schedule and travel arrangements.

• Ensure timely finalization of travel, stay and welcome arrangements during visits of designate personnel.

• Compile weekly/ monthly reports for the EVP – Motor

• Ensure adherence to overall KPIs and internal and external SLAs of the department.

• Provide a variety of confidential administrative services requiring a high degree of sensitivity, sound judgment and discretion.

• Keep self updated with insurance offerings of OIC.

**June 2015 - 2016**

**Emirates NBD** (Banking)

**CUSTOMER SERVICE EXECUTIVE**

**Responsibilities**

• Provide splendid customer services to customers in a friendly and courteous manner at all times

• Have sufficient knowledge about the banking products and services and respond to all inquiries accordingly.

• Improve customers’ banking experience with the bank by ensuring that the customers are attended to promptly and all

• Ensure that all the bank’s policies and procedures, code of conduct and regulatory guidelines are strictly

complied with in the process of discharging duties.

• Inform and suggest new banking products to customers.

• Ensure that customers’ confidential information is properly protected and only used for official purposes.

• Channel complex customer complaints and challenges to the right quarters for effective resolution.

• Continuously update skill by participating in professional trainings, go for courses as instructed by management and be willing to contribute acquired knowledge to the development of the bank

• Their challenges are resolved without delay Capture and report customer feedback towards continual product Development

**Sept 2014 - Jan 2015**

**ICI Pakistan** (Chemicals)

**MARKETING ASSISTANT**

**Responsibilities**

• Provides secretarial & administrative services (Includes Travel arrangements, initiating new employee cards etc.) to the GC, Plant, and HSE&S & Supply Chain department.

• PL Plan to be updated for the month & inform teams in case of any lapsable leaves and ensures no lapsable leaves by the end of the year.

• Prepares HSE&S Audit files (SAQ & HSE&S Plan Actions) ensuring evidences are relevant and complete.

• HSE&S Communication meetings to be arranged monthly for GC, Plant, HSE&S & SUPPLY CHAIN

department & perform PPE audits as per HSE&S Plan.

• LE’s to be monitored for the month & ensure the same are closed within 90 days for the GC,

• Plant, HSE&S & Supply Chain department.

• Raise invoices on SAP and also release P.O’s for the Supply Chain Department

**Nov 2013 - Aug 2014**

**Reckitt Benckiser** (Pharmaceuticals)

**HR & ADMINISTRATIVE ASSISTANT**

**Responsibilities**

• Handling Employees Office and Building ID / Access cards request

• Responsible for Filing of papers.

• Working on online software (OAS) approvals of the Invoices.

• Processing & Activating of Employee cards through software (Bio Star).

• Drafting emails.

• Administration.

• Event planning.

• Maintaining office environment.

• Calling candidates for interviews on their scheduled date and time.

• Coordination.

**June 2013 - Nov 2013**

**Dolmen Mall** (Administration)

**ADMINISTRATIVE ASSISTANT**

**Responsibilities**

• Assisting the Jr.Admin Manager and HR. Department in:

• Maintaining the Attendance Sheet and Log sheet of the Outdoor Rider.

• Checking emails.

• Calling candidates for interviews on their scheduled date and time

• Filing.

• Induction Process.

• Drafting Emails.

• Updating the Resumes and forwarding it to the HR. Department and also additional work.

**Aug 2011 – Sept 2012**

**Adamjee Insurance Company** (Administration)

**PERSONAL ASSISTANT**

**Responsibilities**

• Assisting the Treaty Manager

• Responsible for wide spectrum of secretarial support to the Treaty Manger

• Arranging travels & accommodation

• Calling candidates for interviews on their scheduled date and time

• Drafting Emails.

 **April 2010 - May 2011**

 **Roche Pakistan Ltd** (Pharmaceuticals)

**FRONT DESK EXECUTIVE**

 **Responsibilities**

* Carrying out the day-to-day duties of front desk reception in order to ensure the smooth and efficient running of the switchboard, answering telephone calls in a timely and efficient manner, transferring calls as necessary, dealing with general enquiries, and/or referring clients to the appropriate leasing agent or division.
* Coordinating the delivery and pick up of business-related documents (checks, etc) through appropriate courier companies on behalf of staff and division managers. Maintaining accurate records on these transactions and reconciling them with monthly statement of accounts, as provided and/or requested by the Accounts Division.
* Coordinating the delivery and pick up of business-related documents through appropriate courier companies.
* Ensuring, as far as possible, that complaints and concerns that you may receive are attended to speedily and satisfactorily. Informing the Manager-Sales on any significant issue(s).
* Remaining abreast of signage and advertising requirements, and ensuring this information is accurately conveyed to the Marketing Division.
* All marketing tasks must be approved by the Director-Marketing before proceeding or execution of the task.
* Carrying out any duties that may arise, or as directed, that are in support of Roche and it’s various divisions.

**2009 - 2011**

**Karachi University**

**BACHELORS IN ARTS**

• Completed my Bachelors from the above mentioned Institute.

**Language proficiency**

**ENGLISH URDU**

Native speaker expert, interpreting

**Other skills and abilities**

• **Administrative Support Calendar Management Project Management**

• **Travel Arrangements Customer Service Support SAP & SharePoint**

• **Expense Reporting Event Coordination Issue Resolution**

• **Hard working and determined**

• **Skilled in MS Word, Excel, Outlook and PowerPoint**