

Contact HR Consultant for CV No: 330276

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**Skills / Highlights**

Previously worked for the Heads of MNCs/expatriates - British, American, German, Japanese, French, British-Lebanese, British-Libyan; **Working in Dubai since 2006**

**Excellent command of English**; **Independent correspondence**

Computer Literate (MS Word, Excel, PowerPoint, Outlook); **Shorthand / Board Minutes**

Complex and constantly changing **Diary Management** &**Travel Management**

Meticulous, Extremely **organized, well planned and presented**

Excellent **time management** skills, Able to prioritize / meet deadlines

**Proactive** thinking, **Leadership** and **Decision making** qualities plus **Team spirit**

Full comprehension of **office management** systems and procedures

**Education**

**Bachelor's Degree - Business Management**

Corllins University - USA

**ICMA (London) - Section A**

Institute of Cost & Management Accountants (London)

**IAA (London) - Parts 1 & 2**

Institute of Administrative Accounting (London)

**Work experience**

**Mercantile Group (Dubai - UAE)**

May 2013 — Present

Executive Assistant to Chairman / Office Manager

**Scope of Work:**

I am responsible for the efficient running of the Chairman’s office and this includes prompt and complete in-box management on an hourly basis, maintaining a complex and ever-changing electronic diary, planning overseas trips (sometimes at very short notice) to cover tickets, visas where necessary, airport transfers if not provided complimentary by the airlines, hotel bookings, appointments with business associates, and  the processing of expense claims relating to travel and other corporate expenses on his return to base. Our Chairman travels frequently, sometimes 3-4 times a month and is more out of the country than in, and I manage and co-ordinate his office so that his absence is not observed.

I also hold the responsibility for the day to day running of the office and am knowledgeable on UAE legal formalities for Company trade licenses & visas, the different types of insurance procedures and policies, HR related work such as payroll and WPS.

**Major Achievements –**

* Organizing a coded filing system which is easy to search and maintain.
* Considerable saving on airline tickets by successful planning of itineraries, sectors, routes and purchasing short term validity tickets where possible instead of purchasing the standard 1 year validity tickets while at the same time bearing in mind the long term benefits when purchasing fares within the class of travel as opposed to flex and flex plus fares and making the best use of special offers to pay now fly later / being cost conscious and making use of complimentary and/or package benefits
* Cost saving for the company by not employing a PRO and voluntarily taking on this responsibility
* Cost saving for the company by renewing the Company trade licence myself and not outsourcing this task
* Bringing down the annual licence fee (at the last renewal) by almost 50% which would not have been possible if not for my proactive thinking. I achieved this saving by placing facts and documentary proof before the authorities and thereby obtained a revised invoice.
* Bringing down the office running expenses by mobilizing resources to hand which were hitherto not made use of prior to my joining the company;
* Implementing a cost saving plan

**Auris Plaza Hotel - Al Barsha (Dubai - UAE)**

Jan 2012 — Feb 2013

Executive Secretary to the General Manager

**Scope of Work:**

All typical secretarial functions customary in a 5 star hotel work atmosphere such as –

* Co-ordinating schedules, appointments / diary organization and travel arrangements.
* Prioritizing and managing multiple projects simultaneously, and following through on issues in a timely manner.
* Answering and screening / directing incoming calls promptly and efficiently.
* As I joined the hotel from the pre-opening stage, I developed and maintained a well organized filing system that permits easy reference and rapid retrieval of information.
* Providing accurate word-processing support by independently composing and/or editing a variety of documents. This included many highly confidential correspondence, memoranda, contracts and proposals.
* Preparing agendas, convening and making arrangements for meetings.
* Attending meetings in order to record minutes (in shorthand), compiling, transcribing and distributing minutes of meetings. This included the daily briefing of HODs held each morning which is customary in all hotels, plus the weekly revenue meeting and the monthly budget meeting.
* Greeting clients and guests.
* Studying guest comment cards and website comments on search-engines on a daily basis and compiling reports for the GM to direct Department Heads to take action as required.
* Planning, organizing and co-ordinating functions and special events.
* Performing other duties as required by and related to the GM’s office.
* Voluntarily supporting other departments either directly or via other staff if I saw the need for additional manpower requirements, thus demonstrating team spirit.  I was admired and respected for this gesture by Heads of Departments and staff alike who saw it was never beneath my dignity to even type buffet tags for a hastily changed menu/special function. All knew they could come to me in a crisis and rest assured I would have a solution, always!

**Cassia & Partners (Dubai - UAE)**

Nov 2006 — Sept 2010

Executive PA / Office Manager

**Scope of Work:**

**Projects** - All administrative duties within the Architectural/Engineering office, project team (independent) correspondences (by phone, email and fax), record keeping and document control of all administrative duties, maintenance/creation of new communication logs for correspondence generated for and in response to the project team members, clients and project managers, monitoring of the project schedules to ensure compliance of agreed milestones / critical submission dates, arranging appointments for principals, partners, managers and project managers of the office and the preparation of agendas related to these appointments in relation to the ongoing and prospective projects, attendance at project meetings which involved taking of formal minutes, preparation of invoicing and receipts for all payments cleared in the bank accounts covering services rendered under the agreements, maintenance of positive contact and follow up with the clients, interpretation of discrepancies in the accounts, preparation of payments reconciliation statements for auditors, liaison with the consultant’s overseas offices.

**PA / Executive Secretary to the Senior Partner –**All typical secretarial duties such as travel management and scheduling of meetings/diary management.

**Office Administration** - Maintenance of staff personal files totaling 35 (contracts, the logistics of visa documentation, leave records, annual tickets etc.), travel co-ordination, insurance policies/renewals (professional indemnity, workmen’s compensation, health, vehicles) – comparison and negotiation of premiums, calculation of refunds – as in the case of workman’s compensation policies, timely renewal of legal documents for the office (Dubai Municipality and Chamber of Commerce) and various approvals and NOC (renewals) for ongoing projects from JAFZA, the Dubai Municipality, DEWA, Etisalat; & overall responsibility for the day to day running of the office.

**Major Achievements –**

* Maintaining an excellent rapport between the US architects and the local client throughout the project and seldom having to refer to higher authorities
* Providing on time explanations for invoiced amounts thus facilitating the smooth flow of payments from the client to the architects which in turn resulted in payments on time to us (Consultants).
* Being instrumental on one occasion in re-establishing the trust between the local client and architects by vouching for a delayed payment which lead to threatened stoppage of work on site which would have been detrimental to all.

**UNICEF – Colombo, Sri Lanka**

April 2006 — June 2006

Executive Secretary (Short term contract prior to moving to the UAE)

**Scope of work:**

All secretarial duties including independent correspondence, organization of workshops, travel co-ordination

**International Water Management Institute (IWMI), Sri Lanka**

Dec 2005 — April 2006

Executive Secretary (Short term contract prior to moving to the UAE)

**Scope of work:** All secretarial duties – independent correspondence, workshops, travel co-ordination.

**Nestlē Lanka Limited, Colombo, Sri Lanka**

Feb 2005 — June 2005

Executive Secretary to the Vice President (Finance) (Short term contract prior to moving to the UAE)

**Scope of work:** All secretarial work within the Finance Department.

**Hutchison Telecommunications Lanka (Private) Ltd.**

**Colombo, Sri Lanka**

Jan 2002 — Dec 2004

Executive Secretary to the Manager – Legal & Regulatory Affairs

**Scope of work:**

All administrative work in the legal Department which included but was not limited to lease agreements, making applications and following up on approvals with the governmental authorities for the setting up of communication towers, correspondence related to disputes arising from the setting up of towers in residential areas, sourcing information from the IT department to the police force to assist in criminal investigations.

**Colombo Hilton**

Dec 1998 — Dec 2001

Freelance Secretary – Banquets Office & Projects Office

**NV Production Ltd., Colombo, Sri Lanka**

Jan 1996 — Oct 1998

Executive Assistant to the Managing Director and General Manager

**Scope of Work:**

All secretarial duties including independent correspondence, liaison with garment buyers and fabric & trim suppliers, HR documentation up to 100 employees and for the overall running of the office, travel co-ordination - covering on average 20 airline bookings per month to various destinations, organization of office functions such as celebration parties for office staff upon reaching milestones, and annual get-togethers, trips and Christmas parties for staff and families, follow up with government ministries, bank related tasks, all insurance policies, office purchasing requirements, maintenance of the office premises