**PIEDADE**

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**OBJECTIVE:**

Seeking an administrative or Executive Secretary position that offer extensive experience in customer relations, office administration and project planning.

**KEY SKILLS:**

* Proven self-starter with well developed interpersonal skills.
* Confident individual with the ability to easily develop working relationships;
* Consistent ability to meet deadlines and prioritize whilst maintaining consistently high standards.
* Proactive and firm approach to projects and challenges, Adept problem-solver.
* Computer literate, keen to embrace new technology.

**WORK EXPERIENCE**

Company : Al Habtoor Group LLC, Dubai U.A.E.

Duration : April 2014 – till date

Position : HR & Admin Assistant

Job Responsibilities

* Assist the process of new residence visa stamping for New Joiners.
* Prepare request addition, deletion and renewal of Health Insurance
* Responsible to request reimbursement of Medical claims.
* Follow up the leave application and resumption.
* Coordinate for Recruitment.
* Prepare for Residence visa renewal on monthly basis and residence visa cancellation.
* Preparing NOC, Salary certificates etc., for the employees.
* Monitoring all employees’ passport.
* Filing and keeping records of all employees.
* Prepare Employee’s  report  as needed and requested
* Follow up day to day Secretarial/administration work.

Company : Al Habtoor Group LLC, Dubai U.A.E. (Temp. Position)

Duration : April 2013– August 2013

Position : Executive Secretary

Job Responsibilities

* Organizing meetings, self correspondence, replying to all emails/letters on behalf of the Director. Variety of correspondence, reports and department documents in support of the director.
* Assisting the Director in his projects; Reports, follow-up actions, presentations.
* Screening telephone calls, enquiries and requests, and handling them when appropriate.
* Ensuring that all the visitors to the Director’s office are looked after, Coordinate VIP visitors schedules and making necessary arrangements Eg., Hotel, Transfers etc.
* Handling relevant management enquiries in the absence of the Director
* Organizing and storing paperwork, documents and computer-based information.
* Handling and maintaining confidential files and records on behalf of the Director.
* Maintaining Director’s contact lists.
* Supporting the Director’s emails and other internet based activities.
* Scheduling appointments and maintaining the Director’s diary.
* Overseeing the Director’s travel arrangements, claims and creation of travel itineraries. Processing visa for the director to travel to different countries, Hotel arrangements, transfers.

**Company : Arabian Automobiles - Renault**

**Duration : September 2010 – March 2013**

**Position : Secretary/Receptionist**

**Job Responsibilities:**

* **Support the General Manager** and other **staff**: Assist the General Manager and other staff as requested. Provide administrative services for the General Manager. Schedule and coordinate meetings, appointments. Prepare agenda and arrange for meeting facility.
* **Performs Receptionist Functions** Answer all incoming calls and handle caller’s inquiries whenever possible, Re-direct calls as appropriate and take adequate messages when required. Greet, assist and/or direct visitors
* **Perform clerical duties in order to maintain administration**; Develop and maintain a current and accurate filing system. Monitor the use of supplies and equipment. Maintain an adequate inventory of office supplies. Coordinate the repair and maintenance of office equipment. Maintain an adequate inventory of office supplies.
* **Travel Coordination:** Arrangements for Managers and Team. Organize hotel bookings, visas, airport pickup and meet & assist. Travel arrangements for visitors coming into Dubai.
* Perform other related duties as required

**Company : Arabian Automobiles – Nissan**

**Duration : April 2008 till August 2010**

**Position : Secretary**

**Job Responsibilities**

* **Reporting to the General Manager** - Business Excellence & New Business Development.
* Undertook ad-hoc assignments and projects thereby assisting Manager in effective time management.
* Organisation and hosting of visits by important visitors, promoting positive corporate image.
* Acting as intermediary between customer and internal departments to ensure quality customer service.
* Providing **secretarial support to the Director** in the absence of his assistant, maintaining discretion and strict confidentiality in particularly sensitive situations.
* Schedule BSC meetings for different departments,
* **Assist sales and marketing in organizing conference/seminars, Exhibitions and Training.**
* Provides **sales support to Team** with regards to letters, presentations;
* Responsible for preparing correspondence and presentations, incoming and outgoing mail, file maintenance, stationary requirements, and meeting room control.
* **Handles Senior Management information** and contacts securely, sensitively and confidentially.
* Makes prompt administrative decisions or recommendations to serve the interests of the Company.
* Ensures that professional image of the organization is maintained in all external liaison and arrangements.
* Consolidation of MIS report for submission to the CEO.

**Company : Al Shaya Trading Co LLC.**

**Duration : Sept 2007 – Feb 2008**

**Position Held : Administrative Secretary (Long Term Temporary Position)**

**Job Responsibilities**

* Organized and co-ordinates diary, schedule, meetings, travel itineraries, flight arrangements, etc of the General Manager
* Co-ordinated with Executive Office, Support Departments and Group Companies as required, and with Executive Offices of Franchisers and commercial contacts / partners.
* Answered queries and obtains information, and follows up all pending matters.
* Ensured communication of responses to the requirements.
* Ensured that professional image of the organization is maintained in all external liaison and arrangements.
* Applied for telephone lines for new opening stores and attending to complaints for faulty lines, fax machines and credit card machine.
* Ordered for new leased cars for the company & maintains record of all leased cars servicing dates.
* Applied for Eppco cards for leased cars & keeping record of their renewal.
* Handled all other administrative duties that arise.

Company : European Insurance Brokers LLC, Dubai UAE

Duration : Nov 2004 – October 2005

Position Held : Secretary

Job Responsibilities

* Offered total administrative support to the managers. Controller of Finance and direct reports.
* Maintained and updated attendance records of 20 departmental personnel.
* Organized details of agendas, meetings, itineraries, travel arrangements and expense reports.
* Handled requisitioning of supplies and inventory adhering to a limited budget.
* Overall office management and total responsibility of the day-to-day activities and functioning of the office.
* Created client service reports and updating database for easy tracking of the reports
* Informed the clients about the renewal of the contracts.
* Handled quotations to the clients, and providing required information to the clients.
* Requested for quotes from the Insurance companies, negotiating with them for a competitive rates.
* Ensured proper filing and record keeping by accurately entering information in a timely manner consistent with the office guidelines.
* Handled for Travel bookings, hotel arrangement for the management and staff

 **Company**  : Ali Al Shamsi – Dubai UAE.

 **Duration**  : September 2002 till October 2004

 **Designation** : **Secretary**

 **Job responsibilities:**

* Reported directly to the Marketing Manager and General Manager.
* Assisted to the General Manager in administrative support tasks
* Compiled reports, furnishing information, scheduling meetings (overseas and within the region), diary management and preparing agendas.
* Responded to routine / basic correspondence on behalf of the General Manger.
* Handled for Travel bookings for the General Manger
* Liaised with other department heads and representative of the General Managers office
* Organized, coordination and supervision of all company general administrative work and employee welfare related issues.
* Organized and supervising company events.

 **Company** : M/s Cosmos Group of Companies, Goa, India.

 **Duration**  : May 1998 – July 2002

 **Position Held** **: Travel Co-ordinator**

**EDUCATIONAL QUALIFICATIONS**

* Bachelor of Commerce from Goa University, India.

**OTHER SKILLS**

* Diploma in International Airlines & Travel Management.
* Personal Secretaries Diploma Course and Receptionist Course

**PERSONAL DETAILS**

* Date of Birth : 26th October 1976
* Nationality : Indian
* Visa Status : Husband Sponsorship
* Languages known : English, Hindi, Konkani
* Driving License : Valid UAE Driving License.