**

**Name:** Ms. GLORIA

[GLORIA.339495@2freemail.com](mailto:GLORIA.339495@2freemail.com)

**Summary**

Dedicated and focused Executive Assistant who excels at prioritizing, completing multiple tasks simultaneously, and following through to achieve project goals. Answers a high volume of incoming calls while handling in-person inquiries from clients and colleagues. Flexible and hardworking with strong drive to succeed.

**Work Experience:**

**From May 18, 2016 till date, Getax Agri Fert DMCC**

Working as a Commercial Manager for a Fertilizer trading company.

**Skill Highlights**

Preparing Offers, Tender Bids & Invoices.

Filing & Documentation

Meeting support & Field Jobs

Visa & Travel Bookings

**Job Responsibilities**

* Performed administrative & secretarial support functions. Coordinated and managed multiple priorities.
* Overseeing the reception area, including greeting visitors, providing telephone support and in-person requests for information. Maintaining electronic and paper files.
* Drafting meeting agendas & trip schedule for the Manager, supplied advance materials, and executed follow-up for meetings and team conferences.
* Preparing Offers, Invoices & filling up Tender Bids as per the client requirements.
* Taking care of the monthly expenses, maintaining a detailed report, investigating and resolving billing problems.

**From August 6, 2007 till June 30, 2015 SIPA Middle East L.L.C**.

Worked as an Executive Assistant.

**Skill Highlights**

Filing & Documentation & Meeting support

Oracle

Visa & Travel Bookings

**Job Responsibilities**

* Oversee reception area, including greeting visitors and responding to telephone and in-person requests for information
* Maintained electronic and paper files.
* Drafted meeting agendas, supplied advance materials, and executed follow-up for meetings and team conferences.

**Administrative Support**

* Performed administrative and secretarial support functions for a large Bottle manufacturer. Coordinated and managed multiple priorities.
* Provided discreet secretarial and reception services. Scheduled appointments and maintained accurate, up-to-date confidential client files.
* Assisted with general accounting functions; maintained journals and handled A/P and A/R.

**Customer Service & Reception**

* Registered incoming customers in the company. Demonstrated ability to maintain composure and work efficiently in a fast-paced environment while preserving strict confidentiality.
* Conducted customer’s survey to elicit necessary information for registration & accurate prioritization.
* Orchestrated Travel bookings, hotel reservations & Visa Documents.

**Management & Supervision**

* Troubleshot and resolved problems, and handled customer complaints.
* Participated in staff recruitment. Trained and supervised part-time staff and interns.

**From APRIL 16, 2006 to APRIL 30, 2007** **Asia Brown Broveri Mumbai-India**

**Worked as a Receptionist.**

* Attending all in coming calls and clients at the counter, catering to their requirements and directing their queries as necessary.
* Looking after all correspondence related to the management office and distributing important mails for further actions as appropriate.
* Maintaining proper Filing System
* Liaising with courier companies for dispatch of mail and follow up to ensure all important documents and parcels have reached their destination.
* Liaising with travel agencies and Hotels for travel bookings of Senior Management to ensure hassle free journey and stay.

**Academic Qualification:**

**Bachelor of Arts – April 2007** S.N.D.T. College (Mumbai)

**Higher Secondary Certificate-Feb 2003** Acharya Marathe College (Mumbai)

**Secondary School Certificate – March 2001** St. Anthony’s Girls High School (Mumbai)

**Professional Qualification:**  Diploma in Ms Office – First Class – April 2007

Anubhav Computer Institute – Mumbai

**Computer Expertise** Operations Systems: Windows XP, Ms Dos

Internet: Email Systems, Internet Browsers

Office Utilities Ms Word, Ms Excel, Oracle

Accounting Package Quick books ERP

Presentations Ms Power Point