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Roukia

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**Executive Assistant/Office Manager Cover Letter**

Dear Sir/ Madam :

As an experienced Executive Assistant and Office Manager who has successfully supported senior-level management personnel over an 18-year career, I have developed the skills and acquired the knowledge to ensure the highest level of competence, time management, confidentiality, and effective operations. My ongoing objective is to make the job of the boss easier, and I have consistently been successful in doing just that. It is this ability, plus a commitment to quality, that I believe would bring added value to you and your organization.

As a highly competent Executive Assistant, my team and individual performance has been praised by past employers based on :

* Online Office Manager courses ( ending by January 2017 ) from Blue Mountain Training Solutions – UK
* Loyalty and service
* Detailed research and information for management
* Proficient computer and office service skills
* Time management and excellent prioritizing and organizational strengths
* Extensive experience scheduling and coordinating activities and collaboration with other internal and external customers at all levels of management

I have enclosed a résumé for your review that will enable you to obtain a more in-depth idea of the scope and breadth of my experience.

Sincerely,

**EMPLOYMENT HISTORY**

**November11 2013 – September 05 – 2016 :ETA FACILTIES MANAGEMENT**

**Personal Assistant to CEO of Facilities Management**

* Working in a business environment
* Managing a heavy diary of 7 Directors reporting to CEO
* Working with Legal department for offices licenses
* Research and report writing
* Business software such as Word and PowerPoint.
* Organizing business meetings and appointments
* Researching and presenting information
* Maintaining office correspondence.
* Ensuring an adequate supply of stationery and equipment in the office.
* Procurement ( purchasing of goods – Invoicing – payment )
* Maintaining confidentiality of sensitive data.
* Designing a filing system and ensuring that these systems are up-to-date.
* Developing a procedure for maintaining records.
* Maintaining the office budget and keeping track of all expenses.
* Ensuring that personnel files are up-to-date and secure and are transferred as per

Their growth in the organization.

* Holding regular meetings with the senior management to review performance of the company and the staff.
* Delivering reports and presentations regarding the management and the working of the office to the senior management.
* Participating in meetings conducted by the management about the organization's policies and the steps it plans to take for its strategic development.
* Organizing seminars.
* Assisting the Marketing Manager .
* Arranges corporate travel and meetings by developing itineraries and agendas; scheduling the corporate jet; booking other transportation; arranging lodging and meeting accommodations.
* supervise, coach and train lower level staff
* liaise with internal staff at all levels
* monitor, screen, respond to and distribute incoming communications
* conduct research, collect and analyses data to prepare reports and documents
* design and maintain databases

**October 2009to June 2012: Personal** *Assistant*- Chairman & General Counsel at DALKIA MIDDLE EAST FZE – Energy &Facility Management, Dubai

* Handle a pressurized administrative environment
* Manage complex travel and diary arrangements,
* Coordinate several tasks at once and meet proposal deadlines.
* Excellent coordination and organizational skills
* Correspondences (Arabic, English&French ) .
* Translation of all type of documents in Arabic, English & French
* ManagingChairman & General Counsel emails and answering to all requirements.
* Dealing with all worldwide branches.
* Event management (meetings, seminars,…)
* Provide support to company managers for their administrative needs
* Expenses reports forWorldwide hotel reservation .
* Screening all incoming & outgoing calls .
* Dealing with the banks for personal & corporate accounts.
* Dealing with Rent cars.
* Handling Manager’s leave
* Dealing with the Government departments .
* Assisting the Managers’ wives in some routine duties .
* Arranging for all kind of visas for the management.
* Publishes the corporate newsletter by gathering information; preparing and editing articles; designing graphic presentation; producing and distributing.
* Helps key executives make consistent decisions by advising them of historical precedents; serving as liaison between them and the president.
* Arranges corporate travel and meetings by developing itineraries and agendas; scheduling the corporate jet; booking other transportation; arranging lodging and meeting accommodations.
* updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
* Distribute and file various forms and documentation related to public employee's

economic interest; submit and maintain related forms according to established

procedures.

* Remain current concerning problems, situations and conditions of special interest to The President; exercise independent judgment concerning matters requiring the President's attention to assure timely action

**April 2006 to July 2009**: *Personal Assistant*-Vice President at TRANE/AIRCONDITIONING, Dubai

* Delivering correspondences in multi languages( English , French & Arabic )
* Taking minutes of meetings
* Dealing with worldwide branches
* Support to office Managers
* Event management (meetings, seminars,…)
* Fixing appointments
* Handling all incoming& outgoing emails and calls
* Assisting HR & Finance Managers
* Handling Leave for both Offices Head Quarter & Sales Dept.
* Ticketing & Hotel Reservation
* Managing the company Invoices and relay with Finance department
* Handling Insurance for both offices
* Conduct research and prepare reports for the President; research records and obtain information for other offices and agencies as necessary to perform assigned duties as directed.
* Distribute new and revised District policies and procedures to College staff; maintain original and historical records.

**September 2005 to January 2006** :*Executive Secretary*- Finance Manager & Business Development Manager at CORAL INTERNATIONAL HOTEL, Dubai

* Delivering correspondences in multi languages( English , French & Arabic )
* Taking minutes of meetings
* Dealing with the advertising companies
* Invoicing / Account department

**From February to August 2005** :*Executive Secretary*–Chairman at AL KASID GROUP, Dubai

* Reading and screening incoming correspondence and reports
* Making preliminary assessment of the importance of materials and organizing documents
* Receive, direct and relay telephone messages and fax messages
* Maintain the general filing system and file all correspondence
* Make preparations for client & guest meetings
* Provide full spectrum of secretarial supports to CEO including day to day activities
* Delivering correspondences in multi languages( English Arabic )
* Ticketing
* Hotel booking
* Invoicing – petty cash
* Delivering daily secretarial duties

**From July 2002 to January 2005:** *Executive Secretary***-**MD, GM & Sales Department at FORTUNE INTERNATIONALTRADING & LG A/C, Sharjah

* Providing administrative support to the Managing Director, General Manager&Sales Department
* General Secretarial experience includes : filing and office correspondence, responsible for the operation of the switchboard (5 lines), helping different department with typing letters
* Looking after all incoming & out going correspondence
* Prioritize workloads& monitor multiple task carried out by different department
* Hotel booking + Ticketing
* Analysis of quotations ( Sales Dept )
* Delivery + Invoicing + Stock
* In charge for seminars & all Events
* Handling office Purchases

**October 1997 to October 2000 :***Executive Secretary*- CEO at GULF OILME, Dubai

* Handling 14 extensions of EPABX
* Delivering correspondences in multi languages( English , French & Arabic )
* Providing support to the General Manager & handling all confidential matters
* Maintain & prioritize an up to –date diary on GM’s appointments
* Handling all travel related matters
* Interacting with people from all walks of life & providing information to the guests
* Documents translations English to Arabic & Arabic to English

From 1987 to1997 :*Worked in various Hotels in Morocc***o**

**EDUCATION &PROFESSIONAL TRAINING AND IT SKILLS**

* Office Manager Diploma from Blue Mountain Training Solutions – UK ( Online – Recent diploma )
* French Literature Morocco
* Hospitality Diploma - Casablanca, Morocco
* Business Administration Diploma – UAE
* Computer Diploma from ICS- Sharjah
* Correspondence & Internet skills certification from NADIA Institute –Sharjah
* Travel Coordinator Workshop & Ticketing – Emirates Airlines
* Six Sigma training – part 1 ( Trane A/C )
* Master Microsoft Environment (MS Word, PowerPoint… )and Internet
* Arabic & English technical typing skills
* CRM Training with IT
* Office 365 – VISIO