**SHAYMA**

**SHAYMA.354083@2freemail.com**

**Personal Assistant / Executive Operations Assistant/Project Manager**

**Managing Director’s Assistant**

***Career Objectives***

To seek a challenging career opportunity and stimulating environment envisaging personal growth and career development associating with an organization that provides a professional growths.

***Career Experience***

 **Project Manager & Managing Director’s assistant** **July 2016–Present**

**Professional Tourism, Dubai, U.A.E**

**Responsibilities:**

* Handling an Online Travel Agency website (OTA) B2C from A to Z.
* Content management system (CMS) for B2C online travel agency travel web portal.
* Global online B2B Channel for hotel bookings Inbound.
* Develop a detailed plan to track the website progress with all its functions.
* Manage relationships with our client’s, hotels and channel manager.
* Use appropriate verification techniques to manage changes in website scope, schedule and costs.
* Adding business relationship network to the corporate.
* Create and maintain comprehensive project documentation.
* Overseeing the costing and billing for the website with all its aspects.
* Preparing monthly reports for overall performance of the project to assess the needs for business.
* Supervise and provide training for new staff.
* Making sure that all the aims of the website are met.
* Recommended modifications on the website or improvements based on findings of market research.
* Monitoring & reporting to senior managers on the effectiveness of strategies.

 **Personal Assistant &Executive Operations Assistant** **July 2015– June 2016**

**Professional Tourism, Dubai, U.A.E**

**Responsibilities:**

* Schedule Meetings for the CEO.
* Providing senior level secretarial.
* Creating presentations, documents, files, spreadsheets and databases.
* Operating mailing systems and coordinate the flow of information for both internally and with other organizations.
* Content management system (CMS) for both B2C and B2B travel platform
* Plan and book transportations, accommodations and other travel services.
* Ensure all bookings & reservations are processed accurately.
* Negotiating corporate and best rates with hotels.
* Training and supervising new staff.
* Keeping records for both B2C and B2B contracts with different hotels in all over UAE.
* Contacting potential business partner and arrange meeting with them and propose potential business together.

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* Adding business relationship network to the corporate.
* Participated in Arabian Travel Market (ATM) held at World Trade Centre Dubai and signed contracts with new hotels.
* Prepares reports by collecting and analyzing.

 **Executive Secretary & Personal Assistant** **April 2014 – June 2015**

Professional Tourism, Dubai, U.A.E

**Responsibilities:**

* Providing senior level secretarial and clerical services for the CEO.
* Prepare and modify documents including correspondence, reports, drafts memos, emails and presentations.
* Prepare confidential documents.
* Managing the Daily Operations of the office.
* Schedule Meetings for the CEO.
* Answering telephone takes messages and answers inquiries within assigned scope of responsibility.
* Schedule and confirm appointments for clients, customers.
* Drafting letters and other documents, such as PowerPoint presentations.
* Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications.

**Other Responsibilities:**

* Involved in implementing an Online Travel Agency website (OTA) B2C.
* Content management system CMS for B2C and B2B travel platform.
* Keeping records for both B2C and B2B contracts with different hotels in all over UAE.
* Liaising with clients, suppliers and other staff.
* Contacting potential business partnership and arrange meeting with them and propose potential business together.
* Representing the client's and organization’s interests.

 **Executive Assistant** **June 2013-March 2014**

**J&S Trading DMCC, Dubai, U.A.E**

**Responsibilities:**

* Handled the daily administrative functions including Prepare and modify documents, correspondence, reports, drafts memos, emails and presentations.
* Confirmed the business agendas of the Chairman and made arrangements for travel and hotel.
* Develop and maintain a filing system.

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***Educational Attainment***

 **Bachelor Degree in Business Administration.** **June 2013**

University of Sharjah, Sharjah,UAE

***Awards and Achievements***

* Awarded a certificate for participating in the High Electoral commission (IHEC) UAE by UAE Elections Office April 2014.
* Awarded a certificate for participating in start up college by Ruwad Establishment during March 2013
* Participated in the international conference on excellence in business held by University of Sharjah, college of business administration during May 2012.
* Awarded a certificate for completing IELTS preparation course by the British Council in Sharjah.

***Strength***

* Hard working and enjoy taking up challenges.
* Professional with communication and inter personal skills.
* Have the ability to deal with workloads and challenges.
* Highly motivated to learn new skills and to complete assignments.
* Initiative, creative and cooperative.
* Can work independently or as a part in a team.
* Ability to work in intercultural situations and environments.

***Language Skills***

* Arabic – Native
* English – Fluent

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|  |  | ***Computer Skills*** |
|  | Microsoft Office Suite |  |
|  | Internet Tools |  |
|  | Windows OS |  |
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|  |  | ***Personal Details*** |
| **Nationality:** Iraqi National | **Gender:** Female |
| **Date of Birth:** 1991 | **Marital Status:** Single |
| **Driving License**: UAE | **Visa Status:** Residence/Father visa |

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