[**Juthika.360987@2freemail.com**](mailto:Juthika.360987@2freemail.com)

Proactive, senior administrative professional with a history of supporting C-level leaders in fast-paced corporate environments. Recognized and valued as a discreet with the ability to juggle and prioritize needs while ensuring speedy responses to logistics and business concerns and serving as a liaison to clients, internal staff, and external contacts. Successfully dealt with competing demands and maintaining complete confidentiality.

**AREAS OF EXPERTISE**

* Calendar Management
* Travel Planning
* Meeting Coordination
* Document Control
* Office Administration
* Client Relations
* Expense Reporting
* Vendor & Supply Management
* Issue Resolution
* Business Correspondence
* Staff Hiring & Training
* MS Office

**WORK EXPERIENCE**

Administrative Secretary

**Gulf Drug LLC, Dubai** – UAE

March 2014 – Present

* Filing & Updating Trade License for company & sister companies
* File and retrieves documents, records, and reports as per the document control processes
* Compiling PowerPoint presentations
* Research and assembled data for reports and presentations
* Provide full secretarial and clerical support to Administration management team
* Prepared correspondence and documents
* Schedule and set up meetings, appointments, conference calls
* Handling internal and external calls
* Greeting visitors and determining access to appropriate parties.
* Overseeing administrative policies within an organization and within the office; recommending changes as appropriate.
* Opening, sorting, and distributing correspondence, including email, faxes, and snail mail.
* Reading and analyzing submissions, letters, agendas, memos and determining significance; routing to appropriate personnel in a timely and efficient manner.
* Maintain inventory and office supplies. Anticipate office needs; evaluate new office products; place and often expedite orders when necessary.
* Ensure operation of office equipment, order maintenance when necessary. Troubleshoot malfunction of office equipment.
* Train clerical staff on office equipment, policies and procedures, arrange for setup on new computers and logging of new employees in database.
* Provide clerical and general office support to other offices. Delegate tasks and responsibilities to other staff members when appropriate.
* Prepare and develop a records management system; maintain and recommend changes to records system when appropriate.
* Online Registration and Renewal of Membership Certificates from various Government Agencies ( DHA/Dubai Municipality/ Ministry of Public Works/ Sharjah University/ Sharjah Municipality/ MOH / SKMC Hospitals/ Dubai Police/ Dubai Ambulance/ Ministry of Finance/ Ministry of interior) and Private Sectors ( Supplier Registration & Credit Facility Application)
* Procurement for Gift/Promotional Items from various department
* ISO procedures – maintaining files for ISO Audit for both internal & external
* Hotel Booking for management, staff, principal companies and guests
* Travel Arrangements for management, staff, principal companies and guests
* Visa/Travel Insurance Applications for staff, principal companies and guests
* Arab Health Preparation(Stand Catering/Hall/Telecom Services/Online Encoding of Badges/ Hotel/Ticket/Visa/Travel Insurance/Transportation services)
* Printing & Issuance of Employees, Guests & Visitors ID.
* Placement of Advertisements in newspapers & Recruitment Agencies for new staff
* Screening CV’s from the Resume Bank
* Issuing Invitation Letters & Sponsorship/Consulate letters to Guests and Sponsors

Executive Assistant

**Accenture Service Private Ltd, Mumbai - India**

April 2012 – May 2013

* Executive Assistant to the Managing Director & 5 Senior Manager(s)
* Maintained multiple management calendars.
* Extensive international/domestic travel for MD and his direct reports.
* Made airline, hotel, and ground transportation arrangements, both domestic and international. Also experienced in dealing with and visa/passport requirements.
* Booked conference rooms, arranged out of town conferences, travel and hotel accommodations
* Coordinate with various staff for operational support activities of the unit; serve as a liaison between departments and operating units in the resolution of day-to-day administrative and operational problems.
* Assist in presentations for business reviews.
* Participated in weekly Leadership Team meeting: generated agenda, recorded minutes, followed up on action items.
* Coordinated all aspects of internal and external visitor meetings, seminars, interviews.
* Track Mandatory training completion
* Co-ordination for Reward & Recognition.
* Transport roster and meal co-ordination for the department
* Provide support for visiting executives / senior managers.
* Managed oversight of facility and contracted services
* Provide accruals for expenses to Finance
* Track consultants and process their payments

Executive Assistant

**JP Morgan Chase & Co, Mumbai - India**

April 2010 – May 2012

* Primary support to the Managing Director & 7 Vice President(s)
* Managing a complex extensive diary management in multiple global time zones, organizing meetings and ensuring MD has all relevant information to arrive prepared
* Review operating practices and implement improvements where necessary
* Prepare and edit correspondence, communications, presentations and other documents
* Manage and maintain executives' schedules, appointments and travel arrangements
* Raise system access and requests through various request based tools
* Mail group maintenance
* Call Tree results co-ordination
* Coordinate with various staff for operational support activities of the unit; serve as a liaison between departments and operating units in the resolution of day-to-day administrative and operational problems.
* Provide administrative/secretarial support for various departments/divisions such as answering telephones, assisting visitors and resolving a range of administrative problems and inquiries.
* Responsible for scheduling meetings for all employees; escorts visitors to staff members' offices.
* Establish and maintain electronic records management system for all incoming and outgoing correspondence.
* Involved in vendor selection, negotiation, onsite management and program implementation and reviewing of event bills for accuracy and approve the payments.
* Handled the responsibilities of working with graphic artists and print shops to create and produce collateral materials such as invites, pamphlets, brochures, banners, tradeshow booths and signage
* Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, and/or presentation software.
* Track Leavers / Movers / Joiners and provide regular data to management and HR.
* Preparation /Maintenance of weekly and monthly Metrics / Error tracking
* Responsible for attendance reports of all office employees and streamlined to HR
* Prepare Organization Chart / Headcount reports
* Headcount updates
* Prepare /Maintain Operations Heat map/scorecard with respect to mandatory leave, overtime.
* Coordinated Executive off-sites and corporate events - approximately 120 employees.

Administration Executive

**Arctern Consulting Private Ltd, Mumbai - India**

February 2006 – February 2010

* Handling Calls(EPBX) & Transferring Calls
* Vendor/Contractor identification, follow-up, quotations, negotiations, material procurement, execution, and ongoing management
* Administrative assistance
* Coffee/Snack/Meal management
* Company transportation and security management
* Clerical & Facilities management
* Domestic staff management (including drivers, maids, peons, etc.)
* Mange company guest quarters
* Planning Travel, Company Events & Management Schedules
* Employee time log
* Relationships Management (greeting cards, gifts, invitations, etc.)
* Office maintenance & cleanliness
* Office supplies, stationery, business cards, and inventory management
* Fax, Copying, Scanning, Data-entry & E-mail communications
* Banking, Insurance Upkeep (deposits, maintaining fixed assets list, etc.)
* Shipping, Customs, & Imports documentation.
* Regularly file reports and Follow Up with Colleagues.
* Domestic staff management (including drivers, office boys etc.)
* Sending couriers, maintaining courier records, petty cash records
* Keeping records of stationery items, pantry items
* Interacting and handling meetings with the Vendors& follow-up.
* Getting quotations from the vendors as and when required.
* Keeping track of AMC renewals on annual basis.
* Managing employee transportation facilities
* Manage all required resources for Office facilities.
* Assist in setting up appointments for the Directors

**Education:**

* S.S.C from R.A.U.B.S High School, Mumbai
* H.S.C from BRIGHT High School& Junior College, Mumbai
* Diploma in Human Resource Management from Welingkar’s Institute of Management Studies, Mumbai.
* Perusing B.L.S L.L.B from Mumbai University.

**Certifications:**

* Certified Human Resource Management – Zabeel Institute of Management Studies
* UAE Labor Law Certification – Zabeel Institute of Management Studies