

SHABANA

EMAIL: SHABANA.362224@2freemail.com

Birth date: August 4, 1982

Nationality: Indian

Visa Status: Husband Visa

Valid UAE Driving license with car

Reference will be furnished upon request

**CAREER OBJECTIVE**

Organized, results – oriented professional with 16 years of experience in working with executive level. Providing support by applying my expertise to the best suited and benefited manner in the organization. Enthusiastic, outgoing individual with positive attitude and expressive communication skills, providing support as a multi-tasking team player. Holding a Bachelor’s degree in Business Administration with experience of managing business relations and special projects at senior management level.

**PROFESSIONAL EXPERIENCE**

Advanced Military Maintenance Repairs Overhaul Center (AMMROC)

Executive Assistant to EVP MRO Al Ain Program October 2012 till February 2017

* Manage EVP’s Schedule daily
* Prepare the meeting agenda and provide necessary background information
* Arrange travel & other logistics required.
* Prepare and complete expense reports
* Liaise with Board Members by scheduling board meetings, handling logistics, reviewing presentations, taking notes and fielding general queries from BOD.
* Provide general administrative support
* Arrange logistics for visitors, coordinate conference calls, transcribe notes and type correspondence.
* Events management
* Day to day administrative responsibilities
* Managing office supplies
* Managing office filing system
* Coordination with other departments to support activities to ensure smooth and efficient operation
* Supporting section managers, team leaders and program/ project managers in generating reports, analysis and consolidation of data and document control

Advanced Military Maintenance Repairs Overhaul Center (AMMROC)

Executive Assistant to Chief Operating Officer February 2010 – September 2012

* Create and manage the COO’s filing system in relation to new business opportunities and external contacts
* Manage COO’s diary and meetings.
* Managing COO’s team and providing them with support in their day to day activities
* Office Management along with arranging hotel bookings and all travel arrangements.
* Prepare weekly operations updates and reports for COO review
* Providing administrative support
* Preparing reports, meeting minutes and action logs
* Screening calls and carrying out calendar management

EAGLE BURGMANN DUBAI, UAE

Executive Assistant to Regional Vice President February 2008 – January 2010

* Provide executive-level administrative support to the Vice President and other regional managers with a demonstrated ability to improvise, improve procedures, and meet demanding deadlines.
* Liaison between all impacted departments to ensure proper communications and reporting practices.
* Plan and coordinate corporate luncheons and develop presentations for related on-and off-site meetings.
* Organize the details of special events, travel arrangements, corporate agendas, itineraries and hotel reservations.
* Direct business relations and distribution of company literature to stimulate client interest and sales leads.
* Process monthly expense reports reflecting supporting documents and budget. Maintain incoming and outgoing calls and faxes
* Coordinate and maintain weekly attendance and annual vacation records
* Collaborate with regional managers on quarterly postings for master reports to facilitate the accurate and timely writing, editing, and preparation of final copy from draft to distribution.
* Organize and control logistics for exhibitions, seminars and project meetings
* Handling jobs related to Ministries
* Manage office filing system and maintain the same for future references
* Monitor all stationary requirements and control petty cash movement

AJMAL INTERNATIONAL

Customer Service November 2000 – July 2007

* Managing the Loyalty Program
* Interacting with the customers on daily basis
* Resolving customer queries, closely monitoring the choices made by the customers
* Preparing write ups and designs for newsletters
* Maintaining the records of customer transactions and points calculation
* Setting up budgets for redemption of points
* Maintaining the data base and creating reports for analysis
* Analyzing the customer data and developing them into valuable information for evaluation
* Dealing with the agency from activities related to Loyalty program including the coordination with the software developer
* Supervising the call center and coordination with sales

**ACADEMIC QUALIFICATION**

Bachelor of Business Administration from Preston University, affiliated to Wyoming USA in 2006

**Languages known:**

English & Hindi Fluent (Written and Spoken)

Arabic Fluent (Spoken)

**Strength, Skills and Achievements**

* Self- initiator (willing to take on new things)- determination- hardworking- patience – team player- creativity.Credentials include good supervisory skills and intellectual capacity to grasp new situations quickly. Familiarity with all general duties in administration, ministries and knowledge of computers and data entry.
* Co-Leader for the 6 S team, Implement the 6 S rule in the office and make sure every employee adheres to it
* Member of the VSM (Value Stream Mapping) – diagnose the issue area in the process and produce a valuable process with reduction in the Tag Time. Present the new process to the committee and implement the new VSM into company.
* Assist the Program Management Office with correspondence
* Handle and consolidate the Policies and Procedure listing of the company and follow up with departments for any revisions