# BINDU

# BINDU.363523@2FREEMAIL.COM

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**CAREER OBJECTIVE:**

To contribute efficiently and effectively towards the growth of the organization, with the knowledge and expertise acquired so far and thereby build a challenging and rewarding long term career. And also to utilize my perfect blend of over 17 years of active professional experience and creativity within an organization.

**SUMMARY**

I am a hospitality professional having 17 years of experience in the UAE, in different industries and have a clear vision and talent for exceptional executive support to Senior Management and C Level Executives. My transferable skills include high level of communication skills - both verbal and written, multi-tasking, well-developed interpersonal and relationship skills, a good sense of priority and situation, ability to work under pressure and adhere to tight deadlines and tact to deal with individuals at all levels in any multi-culture environment. I have empathy and at the same time the ability and willingness to cut through. I strongly believe that it takes ‘Teamwork’ for ‘Dream Work’ and apply it personally as an effective team player.

**EMPLOYMENT HISTORY:**

**Office Manager / PA**

**Dyson Overseas Distribution Ltd. – Dubai Branch May 2016 – Oct 2016 (Temp Position)**

**Job Responsibilities:**

**Office Management:**

* Pro-actively handle all aspects of office administration and general staff queries.
* Provide pro-active reception coverage providing a warm welcome to Dyson visitors.
* Raise Purchase Orders and track approvals in a timely manner.
* Document management including filing, e-storage, archiving and confidential waste.
* Implement improvements required following our internal audit on data and systems.
* Ensure adherence to policies and procedures.

**Travel Administration**

* Arrange travel and accommodation bookings for team, including visas and complex itineraries.
* Ensure travel and accommodation records are well maintained and align with invoices.

**Facilities Management**

* Co-ordinate new starter process i.e. desk, phone, security pass.
* Undertake building service activities like mail, couriers, supplies and catering.
* Act as first point of contact for service providers regarding relevant invoices.
* Ensure the office environment is professional, addressing any areas that need attention.
* Support with desk moves, office upgrades, renovation and issue resolution.

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**IT Co-ordination**

* Liaise with the IT department for support with IT requests.
* Co-ordinate new IT requests for new starters.

**Secretarial Duties**

* Support managers with diary management and meeting arrangements.
* Proactive preparation of materials for meetings and events.
* Assist with expenses management.
* Co-ordinate all internal and external meetings including arranging venues, facilities and refreshments.

**Team Player - fulfill other duties as required.**

* Pick up new activities that fall broadly in the purpose of your role.
* Fix things that you can see need fixing.
* Identify problems and find solutions.
* Promote and demonstrate Dyson behaviors.

**Executive Assistant to the Chairman & Executive Vice President**

**Eni Iraq B.V. – Dubai Branch Jan 2014 – Mar 2016**

**Job Responsibilities:**

* Total control of Chairman’s office - extensive diary management for an ever changing schedule.
* Book all travel arrangements and accommodation, planning complex itineraries, arranging local and international logistics, visa arrangements, medical requirements, etc. for the Chairman and EVP.
* Assist with expenses management.
* Coordinate internal meetings - compile agendas and circulate meeting papers/reports, in anticipation of meetings/conferences.
* Co-ordinate all internal and external meetings including arranging venues, facilities and refreshments.
* Monitor all calls, taking necessary action personally or diverting to other areas, referring to the Chairman only on essential matters.
* Act as a first point of contact/gatekeeper, both in the presence and absence of the Chairman & EVP, and handle confidential information with utmost discretion.
* Monitor ongoing correspondence/reports highlighting relevant items and bringing to the Chairman’s attention or dealing with personally, implementing any appropriate action.
* Document management including proper filing, e-storage, archiving and confidential waste.
* Organize a wide range of meetings - plan, organize, and coordinate functions, special events and annual business meetings. Also monthly management meetings, yearly business review meetings, both at internal & external venues. Liaise with internal/external contacts, visiting and vetting locations, agreeing dates, menus, prices, etc.
* Ensure corporate rates are signed and agreed with hotels inside and outside Dubai.
* Assisting HR in day-to-day activities and pick up any new activities that fall broadly in the purpose of my role.
* Actively involved in Event Management.

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**Total Tenure in Petrofac International Ltd., Sharjah - Oct 2009 till Dec 2013**

**Executive Assistant to Senior Vice President**

**Petrofac International Ltd., Sharjah May 2011 - Dec 2013**

**Job Responsibilities:**

* Total control of VP’s diary management/scheduling appointments and managing the day-to-day operations of the office.
* Handling all travel arrangements, accommodation, transportation, visas and medical requirements and manage expenses.
* Screening and prioritizing emails and phone calls, managing projects and conducting research and writing memos.
* Organizing and maintaining files and records with total confidentiality.
* Act as a first point of contact, both in the presence and absence of VP and handling confidential information with utmost discretion.
* Compile agendas, prepare briefs and circulate papers, in anticipation of meetings/conferences.
* Organize interviews for candidates applying for roles in the team, and gather interview feedback.
* Completely involved in Document Control activities, by handling Technical Document Records to the Client and all other correspondence related to the Client & Sub- contractors.

**HR & Training Executive (Organization Development)**

**Petrofac International Ltd., Sharjah Jun 2010 – Apr 2011**

**Job Responsibilities:**

* Responsible for direct execution of the overall provision of Training & Education services, facilities, initiatives for both Petrofac offices and supported project sites.
* Work with OD Managers and OD Advisors to support in rolling out of OD initiatives in all Petrofac locations and support them to produce training & development plans and strategies to meet organizational needs.
* Capture the department training requests and coordinate with OD advisors in finalizing a training programme for the employees.
* Coordinate with OD facilitator in finalizing scope and course content and dates with the vendor, as required.
* Preparing the purchase requisition and coordinate with procurement in issuing the PO to the vendors.
* Liaise with admin/hotel in arranging the venue and facilities required for the training and coordinate on provision and logistic support of training facilities, equipment and resources.
* Coordinate with OD advisors / various departments for course / training nominations.
* Invite participants for the training, track their confirmation status and update as per the procedure using the Training Management System.
* Release Joining Instructions and Course Outline to the participants prior to the training date and prepare the participants profile and attendance sheet as required prior to the training timelines.
* Coordinate and communicate as required with the employees.
* Update the benefits & concerns and course review forms in electronic storage and update back to the OD team.

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**Executive Assistant to Managing Director**

**Petrofac International Ltd., Sharjah Oct 2009 – May 2010**

**Job Responsibilities:**

* Assisting the Managing Director with the day to day activities.
* Serving as a liaison and first point of contact in the absence of MD.
* Extensive diary management and inbox management with highest confidentiality.
* Arranging national/international travel, hotel & visas.
* Arranging regular meetings & event co-ordination.
* Utilizing initiative and effective prioritization skills and handling confidential information with utmost discretion.
* Coordinating with other departments for compiling of records to ensure that the information is timely and accurate.
* Filing & maintaining all confidential documents.
* Handling other secretarial & administration job.

**Executive Assistant to Vice President / HOD**

**Royal Bank of Scotland, Dubai Dec 2007- Sep 2009**

**Job Responsibilities:**

* Assisting the Vice President, Head of the Department.
* Diary management – appointments & meetings.
* Arranging international travel plans including visas & hotels booking.
* Coordinating with other departments, on behalf of HOD.
* Handling meeting agendas and taking down the minutes of the meetings.
* Filing & maintaining all confidential documents.
* Preparing & updating various reports pertaining to the department.
* Handling other secretarial & administration job.

**Office Administrator/ Sales Support Executive**

**British Engines Ltd., Jebel Ali** **Mar 2005-Nov 2007**

**Job Responsibilities:**

* Assisting the Regional Manager with day to day activities.
* Managing efficiently all administration aspects of the Company, pertaining to JAFZA requirements and handling travel, visas & hotel requirements for the staff and the clients.
* Checking emails, faxes & post and taking necessary action that might be required.
* Answering telephone calls and offering guidance to callers, especially in the absence of the Regional Manager.
* Filing & maintaining all confidential correspondence/documents.
* Preparing quotations and processing customer sales orders and coordinating with the head office in U.K. for the timely execution of sales orders.
* Follow-up on outstanding payments from the customers and coordinating accordingly with the accounts department in U.K.
* Handling petty cash, cash requirement forecasts and preparing monthly accounts statements.
* Assisting the Regional Manager in follow-up work linked to or required as a result of Trade Exhibitions.
* To establish a Major Project Data Base within the Microsoft Access environment, that includes full details of the projects within the Middle East.
* Completed Training & Induction Programme at the Head Office in Newcastle, U.K.

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**PREVIOUS ASSIGNMENTS:**

Executive Secretary to the HOD (Strategy & Planning)Jul 2004 to Feb 2005 (Temp)

**National Bank of Dubai, Dubai**

## Executive Assistant to Managing Directors Feb 2002 to Oct 2003

## Visionaire FZE, Jebel Ali

## Assistant Manager - Guest Relations Jan 1999 to Jan 2002

**Sea Shell Inn Hotel, Dubai**

**Achievements:** Responsible for achieving Customer Satisfaction Scores by 65%, while working as an Assistant Manager - Guest Relations with Sea Shell Inn Hotel, Dubai.

**Activities**: Organized several Events, Conferences, Food Festivals and Fashion Shows.

**EDUCATIONAL QUALIFICATION:**

Graduated in Hospitality Management (BHM) from Bangalore University, India in 1994.

**COMPUTER SKILLS:**

MS Office Applications/ Internet & Email

**LANGUAGES KNOWN:**

English, Hindi, Gujarati, Malayalam, Kannada and Tamil.

**HOBBIES:**

Music, Painting, Reading, playing Badminton and Travelling.

**PERSONAL VITAE:**

Nationality : Indian

Visa Status : Visit Visa (valid till 30th April 2017)

Driving License : U.A.E. Driving License

References : Will be furnished upon request.

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