**Resume**

**Dollyy**

[**Dollyy.364423@2freemail.com**](mailto:Dollyy.364423@2freemail.com) ****

**Bur Dubai, Dubai, UAE**

***Executive Assistant/Admin Management professional with 10 years’ track record***

Executive Assistant with over 10 years of professional experience. Skilled in Problem Solving, Team-Leadership, People-Management, Time-management, Effective Communication and well-thought out work plans that works best in the interest for the organization. I keep a keen eye out for consistency, quality and improvement bringing attention to change wherever needed.

**Key Skills:-**

* + Business Letter writing
  + Administrative Services and Team Building & Leadership
  + Vendor & Supplier Management
  + Management Reporting and Co-ordination to Departments

**Professional Experience**

**Emeraude Polymers (Temporary) Nov 2016 till Feb 2017**

**Executive Assistant/ Administration Officer**

* Meeting and greeting visitors into the office.
* Receiving all calls and welcoming visitors. Liaising with company offices worldwide
* Arranging travel, visa, and accommodation for employees. Following up with license renewals and visas with DMCC
* Organizes and facilitates meetings, seminars and other special events; coordinates and attends meetings.
* Handling employee expense reports, vacation/leave stays, visas and other documents as needed.
* Coordinate with IT departments for the necessary procurement and maintenance of all office equipment.
* Overseeing general cleanliness and appearance of the office.
* Ensuring cost effective travel arrangements for Line Managers, Senior staff for Dubai and Worldwide network Offices to ensure savings under Group procurement plans.
* Assists in the coordination, supervision, and completion of special projects, as appropriate.
* Ensuring department logistics are up to date, liaising with Logistic companies and staff to ensure smooth and timely delivery of documents and goods
* Planning, coordinating and handling of all incoming/outgoing mail, requests, and queries to Line Manager.
* Liaising with facilities management to ensure maintenance and repairs for the office are carried out as and when required.
* Providing a full PA service, including diary management, arranging appointments, dealing with/responding to e-mails and typing of correspondence, dealing with expenses claims.
* Devising and maintaining office systems, including data management and filing; Taking minutes from meetings and circulation to meeting attendees.

**Una E&C Pte Ltd April 2015 till Sept 2016**

**Personal Assistant to Vice President-Operations & Engineering**

* Perform professional and secretarial support to the Vice-President and the Engineering Director.
* Read and analyze incoming memos, submissions, and reports for the VP in order to determine their significance and plan their distribution.
* Ensuring all internal and external meeting requirements is met. Managing the Calendar, Organizing agendas, briefing papers and any preparatory paper work.
* Make travel arrangement for the hotel, flights, transfers and visa bookings for the VP and the Engineering Director for business and personal travel.
* Review all expenses, travel requests, leave requests for the management team and ensure that they are compliant with company policy prior to VP approval
* Acting as an interface with communications department on updating the company intranet and newsletters.
* Segregate and file corporate documents, records and reports.
* Liaise with internal staff at all levels. Prepare business letters, Presentations for internal and external correspondence.
* Manage and maintaining hard and soft copy files of the VP’s Villas, the Executive Director Residential Properties and Commercial properties in Dubai.
* Preparing expense claims and Health Insurance claims. Monitor when expense is approved and reconcile when credited to bank
* Prepare the Calendar of events. Coordinate and organize local events for the staff to boost morale. E.g. – Team Building parties / Year-end parties etc.

**Specialist Services LLC May 2013 – Apr 2015**

**Executive Assistant to Operations Director**

* Extensive diary management for the Director
* Compilation of reports, presentations and other required documentation, including Board reports and minutes,

preparing agendas and pre-meeting papers

* Drafted/ edited & presented various documents based on business as well as operational requirements
* Communicated directives, instructions and assignments to employees across the organizational hierarchy
* Managed official correspondences and maintained updated records on behalf of the Operations Director
* Extensive travel arrangements for the Director and Senior Management team, including both domestic and

international travel along with accommodation, car hire and itineraries

* Handling the administrations of consultancies and government authorities (DCD, DM etc) for obtaining permissions & licenses
* Prepared/ updated annual vacation records of 5 departmental employees and their Business Unit Heads. Followed up with departmental managers on weekly postings for master reports
* Dealing with incoming emails and correspondence from the client, and responding on behalf of the Senior

management team

* Organize and facilitate events and conferences, attending and taking minutes of meetings
* Carrying out specific projects and research
* Taking on some of the manager's responsibilities and working more closely with management
* Provide general administrative support to HR, Commercial and Procurement

**Chalhoub Group November 2008 – December 2012**

**Personal Assistant to General Manager**

* Act as an Ambassador for the General Manager and is the main point of contact for all his communications by successfully promoting high level of planning, organizing and communicating business related issues directly with colleagues, customers, business partners and vice versa.
* Read / analyse incoming mail and documentation in order to determine their significance and plan their distribution
* Assertive personality with the ability to deal with all situations in a calm and confident manner
* Working with stringent deadlines and ensuring timely delivery of reports and presentations required
* Actively embrace cooperation within the team, assisting colleagues and other departments whenever possible
* Build effective relations with regard to the General Manager’s Office with customers and business partners to achieve our business objectives
* Develop effective relationships at all levels within the organization so as to be able to liaise appropriately when necessary
* Assist the General Manager to prepare & develop business presentations related to budgets, business performance or other internal reports
* Preparing performance scorecards, management reports, daily / weekly sales reports
* Monitoring stock ageing on monthly basis and proposing items for wholesale & staff sale
* Organize & handle events for the Division, customers or business partners independently or in coordination with the top management as and when applicable
* Compile, transcribe & distribute minutes of meetings, travel planning, hotel booking and meeting arrangements
* Preparing expense claims, employee grooming allowances
* Handling Petty cash, Stationery & furniture supplies, mail sorting and supervising the Admin Department.

**Al Shirawi Enterprises LLC Dec 2006 – Oct 2008**

**Admin Secretary**

* Involved in implementation and maintenance of several secretarial, administrative and reception procedures
* Collaborated with various support teams in managing various office activities, partners and meeting calendars
* Managed logistics related to travel, meetings and other related events
* Followed up with various Clients (Eg. Real Estate, Car –Rental companies) on contractual and maintenance issues
* Evaluated stock and budgets prior to procurement of company merchandise and office items
* Coordinated with organizational and government authorities in management of confidential documents of the organization
* Reported to the Administration Manager with the responsibility front office reception and administration activities
* Handled all inquiries in a professional and courteous manner, in person, on the phone or via e-mail
* Managed and administered flight and hotel reservations, tourist visa, car rentals, marhaba services (including cancellations of the service)
* Provided office support services to ensure efficiency and effectiveness within the office
* Responsible for planning and booking of Board Rooms and other Meeting Rooms for different conferences
* Accountable for submitting invoices as well as managing expenses and purchase stationary consumables

**Academics**

**Education**

* Bachelors in Arts (B.A), Delhi University (2007)
* Bachelors in Business Administration (B.B.A), Himalyan University (2017)

**Professional Development**

* **ICSA (Institute of Chartered Secretaries Association)** from UK.
* **Certificate in Aviation – Ground Handling** from Frankfinn Institute- New Delhi
* **Certification in MS Excel (Intermediate Level)** from UPTECH Computer Consultancy Skills
* **Certification in MS Office Skills** from UPTECH Computer Consultancy Skills

**Personal Dossier**

* **Nationality** : Indian
* **Visa Status** : Resident
* **Date of Birth** : 22nd November 1986
* **Languages Known** : English, Hindi and Sindhi