

**Delnaz**

**Delnaz.364799@2freemail.com**

## Executive Assistant

Proactive, detail-oriented, well organized and efficient Executive Assistant with an ability to handle multiple assignments under extreme pressures to meet tight deadline schedules for top managements / proprietors of multinational companies.

**Achievements**

1. Was selected to receive training for a very important client communication tool called ‘Clientlink’ and then I was assigned the task to train all the India Office Assistants for the same.
2. Was selected by IPS top Management to go to Netstal Machinen - Switzerland for SAP training.
3. Received special achievement award “Super Star of Dubai Festival City” in September 2008.
4. Was selected by Al Futtaim Company to go through special training seminar, a 6 days programme on Development for Executive Secretaries, PA and Office Professionals in March 2006.
5. Played a vital role in the opening of Future Mark Contracting LLC and laid foundation for growth.

**Professional Experience**

**1. McKinsey & Company, Inc., Mumbai, India** April 2013 – February 2017

 **Executive Assistant to 2 Partners and 1 Associate Partner**

 **My Job Responsibilities & Functions towards my core role:-**

* Organizing and maintaining the Partners’ calendar which includes setting up of internal

Conference calls, internal meetings, client conference calls and client meetings worldwide across the firm in multiple time zones. Meetings are also conducted over VC which includes setting up of VCs across locations.

* Supporting Client Workshops and roundtables which includes pre-event logistical support and

on-ground support on the day/s of the event.

* Travel arrangements for domestic and international travel which includes liaising with travel

team, organizing visa documents, accommodation team and car vendors. Providing prints of ticket and boarding pass and also arranging for travel phones with local sim cards and forex.

* Preparing and submitting time sheets and expenses of the Partners on monthly basis.
* Filing medical claims of the Partner and his family on the system.
* Maintaining the Partners’ contacts database.
* Maintaining and submitting US days for tax filing for the Partners.
* Filing of personal documents of the Partners.
* Travel arrangement for spouse and children which includes visa, ticket, hotel and car arrangements.

**Supporting other office activities:**

* Have been trained for Clientlink and offered training to India office Assistants.
* Part of the Values Day organizing team.
* Part of the on-boarding team for new hires.
* Organizing barometer, floor and quarterly assistant meetings.

**2. Integrated Packaging Systems [IPS]**, **Dubai, UAE** May 2011 – October 2012

 **After Sales Co-ordinator**

IPS is the franchise owner for Netstal [Switzerland] and Krauss Maffei [Germany] in delivering packaging machinery to all companies in the Middle East & North Africa and also providing after sales services to all for the same.

**My Job Responsibilities & Functions:-**

My main job was to Co Ordinate communications between our principal companies in Europe and my company based in U.A.E. in regards to all functions related to after sales of machinery as stated below:-

* Take complaints from customers, inform sales managers to service clients.
* Schedule and prepare itinerary for over 10 engineers in order to have routine checks on the machinery plus fix things as required.
* To receive orders for spare parts from all clients for various machinery and to process the same.
* To communicate with principals in Europe to order the spare parts, track the packages until it reaches its destinations.
* To maintain all records of over 250 companies[clients] in 14 different countries and not only to keep open lines of communications with all, also keep records of machinery purchased, service records, spare parts orders etc…
* In charge of booking hotels, travel arrangements for all sales Managers plus all Engineers to all 14 countries in the Middle East and North Africa as required by clients and or our company.
* Totally in charge of handling HR duties of all staff in the after sales divisions including processing records for payroll, attendance, leave, sick leaves, vacations etc.
* Handling all client complaints first hand and then filtering them to the concerned person within the department.
* Responsible along with the sales managers to achieve annual sales targets of over 15 million Euros annually and was the only person in the department trained on SAP to process the purchase orders to our principal companies in Europe.
* Communicate with other satellite offices in different countries as well in order to ensure smooth operations.
* Handling all administrative chores of the entire department and having to coordinate all inter departmental correspondence as well.

**3. Future Mark Contracting LLC**, **Dubai, UAE** May 2009 – May 2011

 **Executive Secretary to the Board of Directors (Partners)**

 ***Future Mark Contracting LLC:*** *A Dubai based company with a branch in Abu Dhabi specialised in Construction / Contracting works.*

 ***Completed Projects:*** *Al Yahsat Satellite Station in Abu Dhabi (semi-govt. project)*

 *Al Yahsat Satellite Station in Al Ain Military Camp*

 ***Ongoing Projects:*** *Main Contractors for Dulsco, Abu Dhabi executing their Project:*

*SHED AND OFFICES*

 *We are the sub-contractors for Eastern Mangrove Development Project,*

*Brookfield Multiplex*.

**My Responsibilities:**

Managing the office of the Directors.

Supervising the Reception and General Administration of the Office.

 **My Duties:**

* First point of contact for all incoming correspondence for the Directors. Self-correspondence for all outgoing documents. Handling incoming and outgoing Emails and Faxes for the Directors. Assisting the sales director with tender documents and presentations.
* Filing of all documents/correspondences and other items deemed by the Directors to be of a confidential and personal nature.
* Making all travel, hotel and visa arrangements for the Directors, Managers and Line Staff.
* Handled H.R. duties for the full company for a period of 6 months in the absence of an H.R. Manager taking care of labour and immigration related documentation in co-ordination with the PRO. Initiated the first-time-process for WPS (Wages Protection System) for the Group.

**4. Dubai Festival City LLC**, **Dubai,UAE -*Al Futtaim Group***July 2003 – January 2009

 **Executive Secretary to G.M. Commercial**

*Commercial Department of 45 staff was the backbone of the development process of the entire DubaiFestivalCity project. All legal contracts were formulated and executed through our department. We were involved in many other AFGRE (Al Futtaim Group Real Estate) projects including the prestigious FestivalCity in Cairo.*

 **Key functions:**

* Provide administration support to the G.M. Commercial in handling their calendars by scheduling the day to day meetings, co-ordination for their travel arrangements and also their day to day correspondence.
* Provide administrative support to the Commercial and Contracts Management Department, with demonstrated ability to meet demanding deadlines.

 Collaborate with departmental managers on the accurate and timely editing and compilation of tenders, agreements and contract documentation from draft to tender to contract to distribution.

* Scheduling meetings and travel arrangements for the Portfolio Heads.
* Liaison between all departments to ensure proper communication and reporting practices
* Provide document support to the department in areas of preparing analytical reports, reviews, recommendations, correspondence, organizational charts, quarterly goals charts, time keeping, mass mailings and keeping proper records of distribution via transmittals to ensure timely action and maintaining proper filing systems.
* Maintaining Insurance Data Log
* Have been there right from the planning stages going through the entire project phase by phase development.

**5. M/s. Frontier Trading (Japan Life)**–India March 2000 – June 2003

 **Executive Secretary to General Manager**

 **A] Startedas Dept. Secretary reporting to H.R./Admin. Manager**March 2000-March 2001

* **Key functions :**
1. Preparing and distribution of Inter Office Memos
2. Dispatch of Cheques to all branches
3. Maintaining the Attendance and leave Register
4. Co-ordinating the office functions and handling correspondence
* **HR administrative functions :**
1. Handling personal files and all correspondence related to the staff at corporate level as well as branch level.
2. Salary processing on Payroll Software.

c) Liaising with the P.F. and E.S.I.C. consultant.

1. All other functions related to Personnel & H.R. Department.

**B] Promoted to Executive Secretary**

 **to theGeneralManager (Operations)** March 2001–June 2003

* **Secretarial functions** :
1. Scheduling itineraries
2. Managing travel, visas and hotel accommodations
3. Assisting in Customs documentation
4. Coordinating the office functions
5. Handling correspondence, couriers
6. Solely Maintaining filing systems
7. Providing assistance in preparing legal documents and
8. Working on Internet for renewal and registration of domain names, surfing on sites related to domain names, customs, etc.

**Computer Skills:**

Lotus Note, MS Office (viz. Word, Excel,Powerpoint, Outlook), MS Project, Adobe Distiller, Customised Payroll Software on Oracle Platform, Internet and Intranet skills. SAP training done. Advanced Excel 2011 package.

**Educational Qualifications**:

1. **Completed Bachelor of Commerce** (B. COM) in 1999 from Mumbai University, India.

**Additional Qualifications**:

Personal Secretary Diploma Course from Davar’s College of Commerce, Secretarial Studies and Service.

**Personal Details:**

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| Date of Birth | : | 26th September 1978 |
| Nationality | : | Indian |
| Family Particulars | : | Married (1 son 12yrs old) |
| Languages Known | : | English, Gujarati, Hindi and Marathi |
| Driving License | : | Valid U.A.E. license and Indian Driving License |
| Visa Status | : | Residence visa – husband’s sponsorship |