**ANN**

Email Id: ann.368278@2freemail.com

Experienced and highly confident individual with the knowledge in demonstrating solid analytical and team management skill, having +10 years of venture in diverse arena of UAE. Skills interfacing with key business unit including Personal Assistant – Deputy General Manager/ General Manger Management & Marketing, Purchase, Human Resource, Customer Service, Administrator, Personal Assistant – Deputy General Manager/ General Manger in multi-cultural organizations global arena.

**WORK SUMMARY (2007- 2016)**

* **MAN CONSUMER LLC (SUBSIDIARY OF MAN INVESTMENT LLC) | OCTOBER 2014 | OCTOBER 2016**

 REPORTING TO: GENERAL MANAGER | AREA OF EXPERTISE: PERSONAL ASSISTANT

* **MAN INVESTMENTS LLC (AL NABOODAH GROUP) | JANAUARY 2014 | SEPTEMBER 2014**

 REPORTING TO: BUSINESS ADMIN MANGER | AREA OF EXPERTISE: LOCAL PURCHASE ASSISTANT| HR ADMINISTRATOR

* **AL NABOODAH REAL ESTATE LLC | SEPTEMBER 2011 | DECEMBER 2013**

REPORTING TO: DEPUTY GENERAL MANAGER/ LEGAL DEPARTMENT | AREA OF EXPERTISE: PERSONAL ASSISTANT

REPORTING TO: HEAD OF PROPERTY COORDINATOR | AREA OF EXPERTISE: PROPERTY ADMINISTRATOR

* **ASTER DESIGNING AND MANUFACTURING LLC | SEPTEMBER 2007 | JUNE 2010**

REPORTING TO: FASHION DESIGNER CUM OWNER | AREA OF EXPERTISE: PERSONAL ASSISTANT TO OWNER

**KEY COMPETENCE**

EXCELLENT ORGANIZING AND PLANNING SKILL, SKILLED COMMUNICATOR, ATTENTION TO DETAILS, TEAM PLAYER, LEADERSHIP & PEOPLE MANAGERIAL SKILL,TAKES INITIATIVE,STRESS TOLENRANCE, BASIC KNOWLEDGE OF LABOR LAW, PROVEN EXPERIENCE IN THE ADMINISTRATION POSITION, PC LITERACY (MS OFFICE), SUPPLIER GOOD CONSULTATION/NEGOTIATION,CUSTOMER SERVICE ORIENTATION.

**EDUCATION BACKGOUND**

BBA- MADONNA UNIVERSITY (2016 – CURRENTLY)

CACHE LEVEL 3- EARLY YEAR EDUCATOR-UK ( CURRENTLY)

SUPPORTING SPECIAL EDUCATIONAL NEEDS (CACHE ELP)-UK

DIPLOMA IN GLOBAL HUMAN RESOURCE MANAGEMENT - EDUQUAL- UK

PAEDIATRIC EMERGENCY FIRST AID (DCAS)

O-LEVEL (GCE), A-LEVEL (GCE) BRITISH COUNCIL, DUBAI

INTERNATIONAL BACCALAUREATE (IB) (1ST YEAR) GOOD SHEPERD INTERNATIONAL SCHOOL-OOTY, INDIA.

**PERSONAL INFO**

DOB: 21ST JANUARY 1987

CITIZENSHIP: INDIAN

VISA STAUS: FATHER’S SPONSORSHIP

VALID UAE DRIVING LICENCE

**WORK HISTORY DESCRIPTION**

* **MAN CONSUMER LLC | OCT 2014 - OCT 2016 (2 YEARS** )

**REPORTING TO: GENERAL MANAGER | AREA OF EXPERTISE: PERSONAL ASSISTANT / MARKETING COORDINATOR**

* Work directly with GM to develop marketing plans and initiatives to increase sales, brand awareness, and to execute all marketing functions. Providing management brand positioning, marketplace research and consumer research.
* Creating brand strategies/ Sales and Trend Analysis/ Forecasting/ Competitive Analysis/ Selling Initiatives/ Pricing and Promotion Development/ Brand Development Presentations/ Consumer Insight Development/ Company Image Marketing/ Company Positioning/ Marketing Campaigns.
* Conducting market research of various products/brands. Conduct competitive analysis, recommending adjustments to market trends ensuring company continued to maintain competitive edge.
* Worked closely with agencies in the development and launch of company website site including, graphic design, copy, and layout and delivered under budget and on time, while reducing expenses.
* Developed brand awareness strategies. Collaborating the launch new products and brand positioning and reposition and consumer effectiveness with sales team. Compelling and engaging sales support material to enhance sale of products and promotions.
* Conducting market research of various products/brands. Monitoring competitor activity. Establish and maintain presence of brand developing, marketing plan and strategies in the marketplace. Evaluate marketing campaigns. Managing budgets. Conduct business analysis to determine trends, consumption, market trends, production and inventory.
* Organizing the preparation, printing and distribution of promotional material. Oversee and implement all promotions and brand activities. Liaising with designers and printers/ writing and proofreading copy/ organizing photo shoots. Ensure alignment internally and externally (Dubai Economic Department/ RTA/ Dubai Municipality) approval across operations via regular communication methods. Developed packaging and merchandising displays and promotional plans to support new and existing products.
* Over advertisements in newspaper (Gulf News, Khaleej Times) and magazine (READ) MAN CONSUMER LLC company websites, exhibition stands (Outlet CARREFOUR, LULU HYPERMARKET,COOP’s) and coordinating with designers, media, outlets and printers. Advertising including ATL marketing (DUBAI METRO BRANDING(KASSAB MEDIA DUBAI) & BTL (In-Store Promotion, One Vision Sticker, Outlet: Widows, Glass Door, Pallet Branding, Floor branding, Vehicle branding( Cars & Vans & Delivery Trucks ).
* Develop marketing and brand building campaigns to increase store sales through research, strategy. Analyze and identify sales opportunities and create top-line growth profitability.

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* **MAN CONSUMER LLC | OCT 2014 - OCT 2016 (2 YEARS)**

**AREA OF EXPERTISE: LOCAL PURCHASE ASSITANT | REPORTING TO: GENERAL MANAGER**

* Responsible for organizing and maintaining purchase of all goods, services and contracts on a best price / best quality basis. Ensuring the smooth supply of material, consumables and equipment. Maintaining records of supplier contracts, agreements, goods ordered received.
* Managing vendor relationships and building effective supply chain partnerships. Establishing terms, pricing, quality requirements, delivery, and contracts. Managing, developing & improving the purchasing team.
* Negotiating price and terms of the product with tenders. Monitor market prices to obtain best available pricing. Liaison with finance department for timely payment of bills. Consult suppliers through different media to obtain prices and specification. Compare price specification and delivery date of vendors. Managing vendor relationship and building effective supply chain partnerships.
* Record brief entries on purchase requisition quotes and purchasing option. . Follow-up on the order. Maintaining filing system for purchase order. Preparing & processing requisitions, purchase orders & invoices for purchases. Reviewed, entered, and maintained manual and computerized records of purchase requisitions and mechanical data, items purchased, costs, schedule of deliveries, vendor performance, inventories. Resolved order discrepancies and processed returns to vendors. Monitored production and deliver status of ordered materials and outsourced items to troubleshoot.
* Managing vendor relationship and building effective supply chain partnerships. Timely clearance of payments & handling vendor inquiries. Liaison with finance department for timely payment of bills. Maintains records of supplier’s contract, agreement, good and service received.
* Development of new vendors. Established relationship with new vendors; maintained and built upon existing vendor relationships. Ensured vendor invoices are documented and processed in a timely manner. Managing vendor relationship and building effective supply chain partnerships. Timely clearance of payments & handling vendor inquiries. Liaison with finance department for timely payment of bills.
* **MAN INVESTMENTS LLC | JAN 2014-SEPT 2014**

 **AREA OF EXPERTISE: HR ADMINISTRATION | REPORTING TO: BUSINESS SUPPORT & ADMIN MANGER**

* Dealing with employee questions/requests regarding HR issues, rules and regulation. Proving customer service to employees of the organization. Processing incoming mail. Serving as the point of contact with administer/vendor. Compiling report/ spreadsheets and preparing spreadsheet. Maintaining HR Calendar. Maintains employee confidence and protects operations by keeping human resource information confidential.
* Participating recruitment and new hiring process. Assist HR manager documentation of new candidate and update database. Posting jobs ads and organizing resumes and job application. Scheduling job interviews and assisting in interview process.
* Conducting orientation and administrating for the newly hired employee as point of contact for collecting employment information/ preparing new employee files, (setting-up a designated log-in, workstation, email address etc.…).
* Maintaining current HR files, databases and documentation. Updating and maintaining employee benefits, employment status, and similar records. Maintaining records related to grievances, performance reviews, and disciplinary actions. Performing file audits to ensure that all required employee documentation is collected and maintained. Completing termination paperwork and assisting with exist interviews*.* Payroll and benefits administration.
* DAMAN INSURANCE collection information of the employees (management staff, sales manager, merchandisers, warehouse-staff, helpers, drivers) personal details/categorize insurance package). Providing information to the employee about the card and usages.

Assist day-to day operation by providing clerical and administration support of the HR function and duties. Provides secretarial support by entering, formatting, and printing information; organizing work; answering the telephone; relaying messages; maintaining equipment and supplies. Compile and update employee data records by assembling, preparing (hard and soft copy).

* **MAN INVESTMENTS LLC | JAN 2014-SEPT 2014 (9 MONTHS)**

**AREA OF EXPERTISE: FRONT OFFICER ADMINISTRATION | REPORTING TO: BUSINESS SUPPORT & ADMIN MANGER**

* Maintaining and organized reception area. Received and greet guests/ clients appropriately as they arrive and depart leaving positive impression. Hand-on experience in giving information to visitors and answering quires of public and customer. Handling telephone, answering incoming call, screen/direct redirect call or keep message. Address complaints and provide information to caller; determine customer’s need and guide them by solving their predicament or route them route to appropriate person/department. Categorize general complaints and issues of worker and customer. Take and relay message. Receive
* Collect emails and reply as per the instruction of senior and managers. Receive and sort mail and deliveries. Receiving letter, package etc. and distribute them.
* Set appointments for manager and clients as per request with due consideration to their schedules. Organize conference and meeting room. Coordinating with the staff at meeting and conferences to make arrangement for refreshment and meal. Ensure knowledge of staff movements in and out of organization. Monitor visitor access and maintain security awareness.
* Keeping front desk tidy and presentable with all necessary material (pens, forms). Monitor and maintain office equipment, place order when necessary /control inventory relevant to reception area/ accustomed with office machinery, coordinate the repair and maintenance of office suppliers.
* **AL NABOODAH REAL ESTATES LLC | SEPT 2011- DEC 2014 (2 YEARS 3 MONTHS)**

 **AREA OF EXPERTISE: PERSONAL ASSISTANT | REPORTING TO: DEPUTY GENERAL MANAGER/ LEGAL DEPARTMENT**

* Assisting closely DGM to schedule to appointments and meeting. Answering and transferring calls, taking messages and managing emails and organizing meeting- minute taking of meeting. booking transport. Providing secretarial & support to management- implementing and maintaining procedure/ administrative system. Liaising with staff, suppliers and client.
* Coordinating and arranging meetings with internal team. Photocopying, scanning documents and faxing as required. Writing letters, manuscripts and financial documents. Document cases of hearing, negotiation and regulatory investigations. Following up pending court cases & keeping a track of the latest court decisions. Assisting, typing, formatting, amending contracts, letters and other legal documents. Organizing and maintaining law libraries, documents, and case files. Transcribing and proof reading documentation. Managing and forwarding on requests from tenant / Head of Property Coordinator for legal assistance.
* Responsible for the reviewing management of Commercial/Residential Contracts. Reviewing and analyzing tenant case on written evidence. Writing replies to points of dispute with clients. Managing the flow of paperwork & communication with management and tenant. Assisting with the completion of Confidentiality Agreements.
* **AL NABOODAH REAL ESTATE LLC | SEPT 2011 – NOV 2012 (2 YEARS 3 MONTHS)**

 **AREA OF EXPERTISE: REAL ESTATE ADMINISTRATOR | REPORTING TO: HEAD OF PROPERTY COORDINATOR**

* Administrative responsibilities for the portfolio such as commercial units (showroom,warehouses,labour camp) residential building.
* Comply to audit requirements (lease documents, legal correspondence, executed service contracts, correspondence, monthly reports, payables). Maintain record regarding the property include all income and expenses; list of all inspections, signed leases, maintenance requests, any complaints, records of repairs, costs of repairs, maintenance costs, record of rent collection and insurance costs.
* Sustain tenancy of competent tenants to prevent vacancy. Maintain prospective clients for upcoming property. Maintain the commercial/residential application form/requests. Manage all lease renewals.
* Professionally communicating to tenant complaints/repair requests/ handle emergencies call.
* Collecting rent/security deposit- cheque/cash from the tenant. Assisting with account payable and receivable. Providing administrative support to accounting and management. Returning security deposits considering the damage (normal wear & tear/cleaning cost/) and analyzing the corresponding amount to keep
* Communicating the tenant complaints of property problems to the property coordinator and facility. Maintaining tenant-management relationship, assisting coordinator with resolution of complex problem.
* Scheduling and coordinating with (management, tenants, property-coordinate, watchman, maintenance team) [preventative maintenance](https://www.thebalance.com/landlord-property-maintenance-tips-2124896)/property inspections. Coordinating with the facility management for inspection.
* CRS Activities - Creating awareness with tenant reuse of cooking oil/ collecting clothes for charity/ can collection.
* Manage all incoming calls and respond to answering service messages in a professional manner. Offering customer service to all tenants/ client about properties features and facilities.
* **ASTER DESIGNING AND MANUFACTURING LLC | SEPT 2007| JUN 2010 ( 3 YEARS )**

 **AREA OF EXPERTISE: PERSONAL ASSISTANT | REPORTING TO: FASHION DESIGNER/ OWNER**

* Organizing meeting, greeting and hosting clients as acting as point of contact. Completing project assigned as per client request.
* Understanding the technical perspectives (from designer, master cutter, tailors), manufacturing material for patterns, toile & technical specification design. Inspecting production during the design process.
* Liaising with (wholesalers/retailers/) for souring, selecting and buying fabrics materials – mass production/ samples.
* Creating Visualizing designs as per client prospect – relating to fabrics, color and design.
* Negotiation skill for working with customers and suppliers/ presentation skill.

**EXTRA ACTIVITY**

* **GATEKEEPER CHURCH, DUBAI | AREA OF EXPERTISE: TEACHER/ HEAD COORDINATOR** | **OCT 2015-CURRENTLY**
* Teaching and interacting children of the age 3- 11years.Coordinating with smooth work flow .
* **DUBAI JUNIOR CHURCH, DUBAI |AREA OF EXPERTISE: TEACHER | SEPT 2013- CURRENTLY**
* Teaching and interacting children of the age 7-16 years.Organizing/ teaching choir team.

* **SPEACIAL NEED FAMILIES (SNF), DUBAI**

WORKED AS VOLULUNTEERING/ ASSISTANTING TEACHER

* **VISITNG ORPHANGE CENTRE IN INDIA – SHOEBOX PROJECT | 2014-2016**

DISTRIBUTING GIFTS AND SPENDING TIME WITH CHILDREN TEACHING ENGLISH, COUNSELING.

* **VISITNG PATIENTS AT HOSPTIAL ON WEEKENDS (RASHID HOSPITAL, DUBAI) | 2012- 2015**

 Spending time listening/ having conversation with patients.

**PERSONAL INTERESTS**

PAINTING, PLAYING INSTRUMENTS (PIANO, VOILIN),TREKKING, READING.

\*Reference Available Upon Request.