

**Betzy**

**Betzy.374754@2freemail.com**

Professional **Chief Secretary / Executive Assistant** with 20 years of experience in the field of secretarial and administrative functions in a multi-cultural environment in UAE and India.

**Areas of Expertise**

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|  Projects Liaison |  Records Management |  | Planning & Organizing |
|  Import/Export Shipments |  Exhibition In-Charge |  | Discretion & Confidentiality |
|  Vendor Registrations |  Administration & Operations |  | Project Data Analysis |
|  Office Procedures & Communications |  Visa, Travel & Hotel Management |  Proficient in MS Office |

**Key Skills and Competencies**

* Having enough potential and caliber to finish a given job within the standard time on a pressurized environment.
* Good understanding of Management level responsibilities.
* Excellent communication skills & a good team player.
* Good rapport to liaise with senior management.
* Self starter and able to meet targets &deadlines.
* Handling customer’s requests and queries appropriately.
* Acting as the point of contact on behalf of the management and the division managers.
* Working knowledge on Enterprise Resource Planning (**ERP**), a useful integrated business software.

**Employment History**

**Executive Assistant (EA) (April 2012 – July 2017)** with **M/s. BMC Gulf Trading and Contracting LLC, Dubai, UAE** (A leading engineering firm focused on professional Geosynthetic and Thermoplastic solutions forinfrastructure, environmental, industrial, water and oil & gas projects.

Major projects executed by M/s. BMC Gulf in UAE:

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|  Burj Khalifa Lake Dubai |  Internet & Media City Lakes Dubai |  Jumeirah Islands Lakes Dubai |
|  | Madinat Jumeirah Lakes Dubai |  | The Palm Jumeirah Tunnel Dubai |  | Golf Course Abu Dhabi |
|  | STEP Tunnel T-01 Abu Dhabi |  | Al Wahda Underpass Sharjah |  | Hafira Landfill Bahrain |

Performed administrative duties for higher management. Responsibilities include screening calls; managing calendars; organizing travel, meeting, event and hotel arrangements; preparing reports and financial data; training and supervising other support staff and maintaining customer relations.

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**Employment History- Contd.**

Responsibilities held:

* Arranging appointments with potential clients and governmental bodies.
* Vendor registrations with prominent organizations like Expo 2020, Tejari, Emirates Post, Emaar, Samsung etc.
* Direct involvement in major projects such as submittals, correspondences, appointments, follow ups etc.
* Planning, organizing, directing and controlling of all operational activities.
* In-charge for handling exhibitions like Big 5, IWS, WETEX, Sign and Graphics, Arabplast in co-ordination with principal companies.
* Follow up on major outstanding payments that Management involved.
* Co-ordinator for marketing activities of the principal companies for the Middle East region.
* Checking, re-routing and replying emails being received in company’s various ids.
* Handling various vendors on behalf of the company.
* Conserves Managing Partner's time by reading, researching, and routing correspondence; drafting letters and documents; collecting and analyzing information; initiating telecommunications.
* Diary schedule management for the Managing Partner and general correspondences.
* Provide general secretarial / administration support to the Managing Partner and the Division Managers.
* Scheduling international travel itineraries, hotel reservations etc for Managing Partner and the Division Managers.
* Organizing external / internal meetings and preparation of minutes.
* Ensure the MD is fully briefed on, or prepared for any engagements he is involved in. Keep and maintain an accurate record of papers and electronic correspondences on behalf of the MD.
* Managing and maintaining MD’s diary and e-mail account.

**Chief Secretary (February 2000 – April 2012)** with **M/s. BMC Gulf LLC**

Managing the overall secretarial and daily operational activities.

* Preparing clear and concise independent correspondence using appropriate form letters.
* Exercise initiative and independent judgment to resolve problem.
* Created highly effective organizational filing systems, including quick & thorough indexing, filing, and storage.
* Providing administrative & secretarial support involving efficient handling of confidential correspondence, routine correspondence, management of document flow.
* Scheduling of appointments, organizing of travel & hotel arrangements.
* Coordinating with interdepartmental & intradepartmental personnel for smooth functioning of day-to-day operations.
* Providing efficient telecommunication services and exercised diplomacy, resourcefulness and tactics.
* Maintains customer confidence by keeping business information confidential.
* Distribution of project related jobs to clerical staff and follow up on the same.
* Preparation of reports by collecting and analyzing information.
* Preparation of quotations, purchase orders and invoices through ERP system.
* Handling of import and export shipments.
* Maintaining office supplies inventory and apportionment of the same.

**Secretary (1997 – 2000)** with **M/s. Prisma Space Frame LLC, Dubai, UAE** (A distinguished company

highly specialized in space frames, which is a structure of linear elements so arranged in a configuration that internal forces are transferred in a three dimensional manner.

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**Employment History- Contd.**

Provided secretarial, administrative and office support functions for the smooth functioning of the company.

* Preparing the budget statement of all projects and updating the same.
* Preparing quotations and handling tender submission works.
* Preparing salary sheets for the office staff and factory employees.
* Served as liaison between manager, staff and customers.
* Responsible for making travel and hotel arrangements and itineraries for the office staffs.
* Exercised and maintained strict confidentiality of all the documents and communications.
* Maintenance of office supplies and monitoring the same as and when required.
* Co-ordinating with various shipping companies regarding the shipments.
* Dispatching of courier documents, screening of telephone calls, in-charge for inward/outward shipments.
* All secretarial routine jobs and general administration.
* Preparing purchase orders and shipment follow up.
* Handling of petty cash.

**Secretary (1995 – 1996)** with **M/s. WINDIA INFOTECH, Trivandrum, Kerala, India** (An IT Solution

company provides software and hardware services)

* Performed all aspects of Office management, customer services.
* Providing detailed information on company products and activities.
* Developed and maintained a secured filing system as per the company policy.
* Invoices preparation and data entry.
* E-mail, fax and self-correspondence.

**Education**

* **B. Sc. (Bachelor of Science)**

Mathematics as main subject, Mahatma Gandhi University, Kerala –1992 (First Class)

* **P. G. D. C. A. (Post Graduate Diploma in Computer Applications)** L. B. S. Centre, Trivandrum, Kerala – 1995 (Very Good)
* **Other Certificates**

OM & SP (Office Management and Secretarial Practice) from Oxford College, Kottayam, Kerala, India

**Personal Data**

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|  | Date of birth | 26/03/1972 |
|  | Marital Status | Married with two kids |
|  | Nationality | Indian |
|  | Languages | English, Hindi and Malayalam (pursuing Arabic) |
|  | Visa Status | Employment Visa (transferable) |

**References available upon request.**

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