**ARCHANA.**

**Dubai,UnitedArabEmirates**

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• OBJECTIVE:

Pursuingachallengingpositioninadevelopingprocessofselfandskillsinadditiontousemytalentsand potentialsinallplaces,lookfurther,improvemycareer intotherightdirection.

• PROFILE SUMMARY:

AqualifiedAdministrativeExecutive/HumanResource/PersonalAssistant/CustomerRelationprofessionalwith over**10years of experiencein UAE** andanimpressivetrackrecordinadministration,humanresource, personalassistant,secretarial,customerrelationsandsales.Wellorganizedindividualwiththeabilitytowork autonomouslywhileadheringtodeadlines.Strongpeoplemanagement&interpersonalskills.Have excellentknowledge on general administration, good IT skills, able to diplomatically interact with multicultural environment,flexible,detail-orientedandself-motivatedindividualwhoislookingfora challengingroleinateam orientedenvironment.



• PROFESSIONALEXPERIENCE:

**ExecutiveAdministrative/PersonalAssistant/HR Associate,**AbaxCorporateServicesDIFC Ltd,**UAE**(May2014–Present)

* Administrative/ Office Executive:
* Setting up of branches of the company ‘ABAX’ at DMCC and DIFC’;
* All documentations for the set up was taken into consideration and completed to obtain all the approvals from the authorities;
* Arranging quotes and confirming the contractors for office set up layout;
* Acting as an administrative manager with respect to office set up;
* Coordinate office activities and operations to secure efficiency and compliance to company policies;
* Track stocks of office supplies and place orders when necessary;
* Maintaining the office condition and arranging necessary repairs;
* Proper maintenance of office equipment (AC, Cars, Laptops);
* Maintain register of office equipment, furniture’s etc.;
* Ensuring compliance with all laws and regulations with respect to health and safety;
* In charge renewal of office, car, parking and apartment renewals;
* Ensuring a proper and adequate insuring of office assets;
* Keys and access cards management & safe access management.
* HumanResourceManagement:
* Working closely with various departments, assisting line managers to understand and implement policies and procedures;
* Liaising with a wide range of people involved in policy areas such as staff performance;
* Handling recruitments for Dubai office - this includes developing job descriptions and person specifications, preparing job adverts, checking application forms, shortlisting, interviewing and selecting candidates for further process;
* Maintain and ensure the smooth running of the Human Resources information/data systems- ERP
* Monitor and maintain all employee personal records both in hard and soft filing system
* Maintaining employee leave records, personal and professional documents;
* Managing the Company’s DMCC & DIFC online portal account including bank guarantee, visa expenses, budgets and cash transactions.
* Processing all visa applications, visa transfers, visa cancellation in/outside of the country in DMCC and DIFC.
* Implementing disciplinary procedures for clean desk, clear screen and confidential documents;
* Handling separations of employees including making final settlements, handover, visa cancellation etc;
* Issuance of offer letter to selected candidates according to the companies’ rules and format in place;
* Organizing visa and air tickets for joiners and other staffs;
* Facilitating staff for opening bank accounts and medical insurance enrollment;
* Developing handing over/resignation documents for staffs and application of new staff recruitment.
* ClientRelationship:
* Dealing with various client for their requirement;
* Under goes all government related process as per client request with DMCC or other free zones;
* Organizing of visa application, utilities connection/disconnection, overseas travel booking and visa requirements, dealing with immigration, free zones etc. for clients;
* Dealing with license renewal for companies;
* Generating of transfer instructions and initiating payments and salary transfer of clients;
* Overall liaising with clients.
* PersonalAssistant:
* Organizing and maintaining diaries and making appointments for Managing Director/CEO;
* Dealing with incoming email, faxes and post, and often corresponding on behalf of the manager;
* Compile all pending leads and follow ups of new clients;
* Ensure that tasks requests from MD are duly completed;
* Organizing of overseas travelling for business trips, flights, hotel bookings;
* Performing all duties assigned by Managing Director/CEO.
* Accounting:
* Updating of Cashbook and Journal entries in accounting software “Pastel Evolution”;
* Validation of system cashbook and excel sheet from each day and every month;
* Debtor’s management in accounting software;
* Updating of all bank transactions on daily basis.
* Updated petty cash schedule on daily basis & efficient petty cash replenishment system;
* Accurate recording of petty cash transaction, with required details;
* Creating bank transfer instructions for office replenishment and for payments;
* Ensure safe keeping of physical petty cash;
* Daily preparation of invoice per request from CR;
* Daily follow up on payment of invoices;
* Keeping invoice file up to date, with settlement status on each invoice;
* Reception:
* Incoming & outgoing calls& relay information correctly to the person
* Welcoming of clients & booking & maintaining client space(s)
* Arranging courier, sort & distribute mails
* Organizing logistics for clients & office
* Manage the PRO calendar (ensuring efficiency)
* Maintain properly the visitor’s logbooks & systems

**ExecutiveAdministrator/HR,**PearlMarineDMCC,**UAE** (April2013–April2014)

- Maintainsworkflow, implementingcostreductions, and developingreporting procedures;

- Maintainsrecordkeeping systems, officelayout, and budgetaryand personnel requirements;

- Develops administrative supportto staffby providinginformation as whenneeded;

- Coordinates well withclientsandotherpersonnelregardingallwork procedures;

- Filingandmaintainingproperrecordsonallimportantdocumentsanddistributingtostaffsas andwhenrequired;

- Keepstrackonpettycashbymaintainexcelsheetwithopeningandclosingbalanceofeach month, balanceinformationandtracksontheaccountsrelatedworks;

- Keeps atrackonofficeutilities such as landline,internet,staffmobile services, DEWAetc;

- Resolvesadministrativeproblemswithgovernment,dealswithcompany’sPROworksasand whenneeded;

- VendorManagement-Keeping atrackofalloffice equipment’s, pantryandITsolutions;

- Keeping track of staff movement and arranging transportationfor staff and other personnel;

- PersonalAssistantforGeneralManagerand allSecretarialsupport;

- EmployeeManagement(updates personaldetails,employee document details etc), Leave;

needed.

**Executive Administrator,**ChemoilMiddleEastDMCC,**UAE** (December2010–March2013)

- Manages andhandles allAdministrative works. Co-ordinates well with clients, branch office and head offices abroad;

- PersonalAssistantforGeneralManagerandallSecretarialSupportSalesand Marketing;

- Entering and Updating OBIS(Online Bunkering Information System) for enquiries, convertingintoorders,customerinformationrecords,SalesandOperationsReports,DailySales

Report;

- ResponsibleofsendingcouriertocustomersonallBunkerDeliveryNotewithitsInvoicesand otherDocuments,and toensurethatallaredelivered tocustomers ontime;

- Maintainedwelldatabaseofpettycash,bankstatements,Issueofchequetoclients,payroll transfersandallaccounts related work;

- Responsible in Visa Processing, Trade Licensing and all other Govt. works, renewal procedure of the premises, maintain a recording on the interior works of the office, payment

of utility bills etc;

**Administrator/Salessecretary,**HempelPaintsEmiratesLLC,**UAE**(June2007–March2010)

- Manages,handlessecretarialfunctionsfortheSalesTeam;

- Maintainedexcellentcustomerrelationsanddevelopedcustomerreport;

- Effectivelydevelopedtelephonecommunicationskillsandconsistentlymetquotas;

- Maintainedallrecordkeepingprocedureswithouterror;

- Co-ordinatesbetweenthebranchoffices,divisions,clientsandheadoffice;

- Responsible for making Quotations, prepare sales reports, company proposals and contracts, prepares customer information records, letters and other related documents and distribute accordingly;

**Marketing assistant/Telesales,**TallySolution,**UAE**(April2007–June2007)

- MarketingofIT Software;

- Making Presentations;

- Telesales.

• ACADEMICHISTORY:

**MBA in Human Resource Management from** Himalayan University.

**CertifiedHumanResourceManagementProfessional(CHRMP)withUAELaborLawfrom**American

CertifiedInstitute (ACI).

**PostGraduateDiplomainManagement (PGDM),**LondonCityCollege**. Bachelorof BusinessAdministration(BBA),**CalicutUniversity,Kerala,India **GradeXII**(CommerceGroup–CBSEsyllabus)

• IT SKILLS:

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| --- | --- | --- |
| MSWindows | MSOfficeProfessional | Sage PastelEvolution |
| Internet | Webbrowsing | OBIS |
| HRMS | PMS | 360Feedback |

• KEYSKILS:

|  |  |  |  |
| --- | --- | --- | --- |
| HumanResource | PersonalAssistant | OfficeManagement | AdministrativeExecutive |
| Public Relation | Sales andMarketing | ClientRelationship | CustomerService |

• PERSONALINFORMATION:

YearofBirth : 1989

Nationality : Indian

VisaStatus : ResidenceVisa

MaritalStatus : Single

LanguagesKnown : English,Hindi,TamilandMalayalam