**Ubeida**

**Email :** [ubeida.381942@2freemail.com](mailto:ubeida.381942@2freemail.com)

**Visa Status** :Residence **Nationality** : Syrian **Gender** : Female

**Languages** : English / Arabic



**Sales Management Role**



**PROFESSIONAL SYNOPSIS**

**Highly talented and skilled Office Manager**with over 13 year of high quality experience planning and directing executive-level administrative affairs and support functions in multi-cultural environment in **United Arab Emirates/ Syria**with **World’s leading companies**.A proven record of success working for the Senior Management.

* **Background includes** planning and coordinating both business and personal travel, itineraries, and office administration management, serving as a liaison between the executive and his staff; coordination and organizing Meetings,Large Scale Events Management, writing and typing correspondence; organizing and processing expense reports; and creating and implementing processes to organize the office, increase efficiency, and save expenses. Maintain excellent written and oral communication skills, problem resolution abilities, and a high level of confidentiality.
* **Ability to develop an effective working relationship with colleagues and affiliates at various levels and willingness to continuously acquire new competencies and accept new challenges.** Outstanding communication, interpersonal, analytical, and decision-making skills supporting a high level of professionalism, integrity and enthusiasm. **Seeking a challenging position as Senior sales post/ Team Leader with a dynamic Company Group that will allow growth into positions of broader responsibility.**



**CORE COMPETENCIES**

**- Analysis & Reporting - Business Presentations**

**- Process Improvement - Customer Service Management**

**- Planning & Organizing - Executive Office Management**

**- Cross Cultural Work Environment - Relationship Management**

**- General Accounting - skilful sales role**



**PROFESSIONAL EXPERIENCE AND ACCOMPLISHMENTS**

**FORTINET Middle East APR-2012 TO DATE**

**INSIDE SALES REPRESENTATIVE DUBAI, UAE**

Provide highly strategic and operational support to the Regional Vice President of the company in ensuring smooth operations of the companyengaged in the business of providing IT Hardware/ Security Solutions having staff strength of over 35 people. **Report to the Regional VP**.

* Pricing request, monthly MIS preparation, re-mapping, compiling of sales orders for the region.
* Managing Sales Qualification Leads which lead Quarterly ROI of $ 300k- $400K.
* Managing orders placements from distributors and sorting out orders issues in a timely manner.
* Experience and comfort with communicating and negotiating at the executive level.
* Details oriented planning, communication, presentation and problem-solving skills.
* Self-starter, high energy, aggressive and results-oriented.
* Ability to maintain an upbeat and positive attitude at all times and accept rejection.
* Well – experienced in Global Trade Compliance.
* Manage post sales orders / deliveries
* Well -versed in Fortinet portfolio
* Assist the Region VP in planning, development and implementation of regional operational management strategies/ programs in accordance with company’s policy and to meet established objectives for providing efficient, effective services for all the business units of the company.
* Provide wide range of administrative support to the company in managing the **welfare** of over **staff including total general office administration management, independent correspondence, and Trade License renewals, telecommunication system, stationary supplies, housekeeping, Furniture & Fixtures, Security Management & beautification for the entire Company.**
* To ensure compliance to employment law coordinate with the PRO for the renewal of employee contracts, salary certificates preparations, and processing of New Hire paperwork like completing Visa & Immigration Department formalities.
* **Facilities Management -Liaise with Authorities and facilities management companies** for office maintenance and repairs.
* Responsible for making **travel and hotel arrangements** and planning itineraries for the staff plus negotiation of corporate rates with Hotels / Travel Agents/ Car Rental companies.
* Responsible for sourcing, negotiating and managing the annual purchases of office suppliesin support of business operations.
* Liaise with user departments as required, ensuring inventory levels of items are maintained.
* Responsible for import and export order processing for the GCC Levant Region

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**Work History**

**PFIZER PHARMACEUTICAL CO. SEP-2010 – JAN-2012**

**ASSISTANT TO THE REGIONAL HEAD, MEDICAL & CLINICAL AFFAIRS DUBAI, UAE**

**TEAM ASSISTANT, MEDICAL AFFAIRS, MIDDLE EAST REGION**

* Coordinate, organize and manage major events, round-table conferences for the medical fraternity including the event budget management, complete logistics management for the major events, variance analysis, expenses control and reporting.
* Managed diary and calendar schedule of the Senior Director, travel and hotel arrangements
* Performedvendor payments, purchase order management.
* Organized and manage Speaker’s agreements for medical projects, adverse events reporting related to the patient case and uploading the data for the global team.
* Managed IMAS for medical projects.

**PFIZER PHARMACEUTICAL CO. APRIL-2010 – SEP-2010**

**ADMINISTRATION ASSISTANT DUBAI, UAE**

Manage the overall administration functions and the office of the Senior Director. The company is engaged in the business of pharmaceutical products manufacturing and the **Annual Turnover of the company exceeded over US $ \_\_\_\_ Million.**

* Managed correspondence on behalf of the Senior Director, interpreting and explaining the established policy and procedures in response to queries from different resources.
* Undertake special assignments of various nature and gathered information on sensitive or confidential aspects by research, summarizing and analysing as per the direction of the Senior Director from time to time.
* Manage the calendar schedule of the Senior Director and make appointments on his behalf.
* Make timely and advance travel arrangements/ Hotel arrangements for the Director according to his travel plan.
* Prepare Minutes of the Meetings, reports, presentations, memos, proposals and other documents.
* Maintain professional relationship with personnel (maintaining boundaries, maintaining confidentiality and mutual respect and positive mood).
* Exercise initiative and independent judgment to resolve problems. Coordinate with various business Associates, VIP’s, and Department Heads for meetings with the Director.
* Ensure that appropriate levels of stationary and hospitality supplies are available at all times, ordering new supplies as required.
* Responsible for coordinating, organizing and managing major events, round-table conferences for the medical fraternity. Budget Management for the events, variances analysis, expenses control and reporting and logistics arrangements for the events.
* Notified the Manager of any complaints/ dissatisfaction of the company’s clients, suppliers and or other associates, if and when it came to the attention.
* Maintain database / documentation for the department including the Courier Services.
* Initiate; amend all marketing projects on Pegasus system.
* Liaise with finance to manage all payments related to vendors paid in a timely manner.

**3COM INTERNATIONAL MAR-2005 TO FEB 2009**

**Office Manager Dubai, UAE**

Provide direct executive office support to the General Manager in performing advanced, diversified and confidential administrative operations duties of this leading company engaged in the business of providing IT Networking Solutions having branches in UAE / Saudi Arabia**. The company has total staff of 25 in the region and has Annual Turnover of over US $ 15 Million.**

* Plan, develop and implement departmental operational strategies/ programs in accordance with company’s policy and to meet established objectives for providing efficient, effective services to its customers in the Region.
* Prepare, consolidate, review, research and analyze various informative, financial, statistical and business analysis & growth trend reports by extracting data from the MIS.
* Assist in the preparation and administration of Annual Budgets/ Business Plan, operating policies and standards, strategic management of human resources in support of multiple program activities in the areas of operations.
* Perform multiple tasks and projects simultaneously, miscellaneous functions such as creating memorandums or letters, review documents or proposals, research, analyze and collate information on specific topics or issues in order to support the Management in achieving operational and strategic objectives.
* Provide technical and / professional assistance to the top Management team in organizing and managing large complex meetings / conferences with key customers and high level executive.
* Assist the Management in developing strategies and plans for easing of work flow bearing in mind the financial implications, customer choice, and global reach.
* Manage the calendar schedules of the General Manager and make appointments on their behalf.
* Responsible for making **travel and hotel arrangements** and planning itineraries for the VIPs plus negotiation of corporate rates locally & regionally.**Prepare travel expenses sheets for the General Manager. Monitor, control and verify expenses of the regional staff.**
* Coordinate with Marketing and Sales teams for the region for all organizing and managing of Large Scale Events / Seminars.

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**Work History**

* Ensure that appropriate levels of stationary and hospitality supplies were available at all times, ordering new supplies as required. Responsible for procurement of products and services.
* Liaise with Etisalat Account Manager with regards to Telecommunication Services.
* Responsible for managing the Public Relations Office (PRO) function for processing of all Visas for the top Management and staff from UAE as well other foreign embassies, Trade License.
* Abiding by the International company procedures and reporting the same to the concerned departments at the UK Headquarter.
* Petty Cash handling, monitoring and control. General Accounting activities supervision, coordination with Local Accountant and reporting to the CFO in London.

**Earlier Assignments**

* Jan-Mar-2003 Marketing Executive, Damascus, Syria
* Jan-2002 – Jan-2003 Part-Time Translator for MBA thesis & Library Projects
* Jan-2001 – Dec-2001 – Self Tuition for Primary School, Damascus, Syria



**ACADEMIC& PROFESSIONAL QUALIFICATIONS**

**MBA –Atlanta University US**

Under graduation

**ICDL Certificate, Dubai, UAE**

**University of Economics – Damascus**

**Certificate of English Language (TOEFEL), Damascus, Syria**

American Language Centre

**Certificate of Writing Skills for Business**

Knowledge Network, **Dubai UAE - 2006**

**University of Economics – Damascus**



**TECHNICAL SKILLS**

* Proficient in the use of: MS-Office - (Word/Excel/Access/PowerPoint) / Emailing & Internet



**REFERENCES:***Available upon request*