Roshni

**Summary of Qualifications**

* Top-notch assistant with over seven years of experience in coordinating office management and special projects with a high degree of efficiency.
* Serve as point person for managers, sales team, clients, and vendors to ensure proper lines of communication.
* Maintain excellent communication skills, problem resolution abilities, and a high-level of confidentiality.
* Equally effective at providing sales management and advanced word processing support.
* Demonstrated capacity to provide comprehensive support for executive-level staff including scheduling meetings, coordinating with management and effectively managing all essential tasks.

# Professional Experience

**UAE**

(extended operations of Mumbai, India)

**Assistant Manager- (Executive Assistant &Business Development) May 2017 to present**

* Liaise with the local authorities for setting up of office/warehouse premises. Also initiate and complete renewal formalities periodically.
* Partially undertake duties of a PRO for all Government office tasks such as visa renewals.
* Coordinate for local and overseas travel arrangements for self and for the MD
* Locate and propose potential business deals by contacting potential partners; discover and explore opportunities.
* Screen potential business deals by analyzing market strategies, deal requirements and resolving internal priorities.
* Develop negotiating strategies and positions by studying integration of new venture with company strategies and operations, examine risks and potentials.
* Close new business deals by coordinating requirements; developing and negotiating contracts; integrating contract requirements with business operations.
* Protect organization's value by keeping information confidential.
* Update job knowledge by participating in educational opportunities; attending conferences, meetings and industry events; maintaining personal networks.

**Mumbai**

**Executive Assistant to DirectorJune 2011to May 2017**

* Drive administrative function and offer primary assistance to the office of the Managing Director.
* Expertly organize scheduling of all internal and out-of-office meetings, correspondence, corporate travel, and personal appointments.
* Command managerial authority, hiring, and performance evaluation of Administrative Services team.
* Collaborate closely with Human Resources to stimulate employee development and promotion plans.
* Meet with individuals, special interest groups and others on behalf of management.
* Support senior executives with general assistance, project planning, and professional presentation development.
* Liaison between all impacted departments to ensure proper communication and reporting practices.
* Responsible for word processing, collation of official company documents such as annual reports, prospectus, executive summaries and contracts.

**Mumbai**  **Feb 2009 to March 2011**

##### **Terminal Operations Officer**

*Provide high-level administrative support to Airport terminal and help travelling passengers have a smooth traffic in and out of Airport.*

* Ensure efficient passenger flow though check-in and security points and adequate measures are in place for the safe and secure movement of passengers including VIPs / CIPs.
* Monitor the performance of the various operational facilities like passenger baggage trolleys, operation of inter terminal coaches plying from airside, high standards of cleanliness of lounges, airline office premises etc.
* Ensure serviceability of CCTV / FIDS/ PA system /Fire alarm system / various installations like lifts, conveyor belt, escalators, aerobridges, lighting, air conditioning etc.
* Maintaining close liaison with BCAS and CISF and Government border agencies.

**CATHAY PACIFIC AIRWAYS - Mumbai**

**Ground Staff Officer** July’08 till August 08

*Provide support to the base crew members by leveraging knowledge on the procedures and the protocols of the Flights arrivals, departures, and Airport maintenance.*

* Handling the check-in of the passengers boarding the Aircraft with the boarding passes and photo identifications.
* Checking in passengers with security clearance and frisking.
* Handling the inventory of the left over and mishandled baggage and resolving the cases politely with the passengers aboard
* Crew clearance for the aircraft before the flight being departed to the destination to maintain standards.
* Documentation of the aircraft inventory and the flight status as of departure

**Internship with MALAYSIA AIRLINES-** MumbaiJanuary ‘08 to June ‘08

**Trainee Ground Staff Officer**

Handling arrival, deparparture, pre-flight & post-flight arrangements ensuring smooth services to guests travelling aboard.

**EDUCATIONAL QUALIFICATION:**

|  |  |  |  |
| --- | --- | --- | --- |
| Examination | Institute / Board | Passing | Class |
| B.Sc Zoology | University of Mumbai | 2006 | First |
| H.S.C | B.N.N College | 2003 | Second |
| S.S.C | Holy Mary Convent School | 2001 | First |

**PROFESSIONAL QUALIFICATIONS:**

* Pursuing PGDBA(distance learning) in Operations Management from NMIMS, Mumbai.
* Advanced Certificate in International Trade, Recognized by Indian Merchant’s Chamber.
* Certified Green Belt Six Sigma Training.
* Diploma in Professional Ground Staff Training, Avalon Aviation Academy.

**PERSONAL DETAILS**

|  |  |
| --- | --- |
| Date of Birth | 06 June 1986 |
| Sex | Female |
| Marital Status | Married |
| Vision | Normal |
| Hobbies | Travelling, music, socializing. |
| Languages Known | English, Hindi, Marathi and Learning Arabic. |
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