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| shimna.JPG**SHIMNA****SHIMNA.80275@2freemail.com** |  | **OFFICE PROFESSIONAL****Administrative Assistance ~ PA & Secretarial Expertise ~** **Invoicing & Data Entry Support ~ Customer Service**

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| **About Me**  |
| Practical and determined individual with 6+ Years of progressive experience providing full managerial, executive and secretarial support to management and colleagues in a busy office environment. **Comfortable with being the ‘GO TO” person** for all official matters. Hands on experience maintaining discretion while handling confidential information. Proactive and flexible approach to juggling several diverse priorities, and able to work autonomously and take ownership of all aspects of a task. Looks forward to join a dynamic team that rewards initiative and high quality service. |
| **CAREER SNAPSHOT** |
| **INVOICING / DATA ENTRY ASSISTANT (Part-Time) Feb 2014 – Present****Target Cranes FZE, Ras Al Khaimah****Jehan General Trading, Dubai – UAE****Jahan Trading Limited, UK****EXECUTIVE SECRETARY Mar 2014 – Dec 2014****Atiqeen Gen. Land Transport LLC, Dubai- UAE****PERSONAL ASSISTANT/ADMIN EXECUTIVE Jan 2010 – Dec 2013****SECRETARY / OFFICE ASSISTANT Sep 2007 – Dec 2009****MAM Golden Global General Trading LLC, Downtown, Dubai- UAE****SECRETARY / ACCOUNTS ASSISTANT Jan 2006 - June 2007****Angel Freight Services LLC / Al Sheba Shipping, Dubai- UAE****RECEPTIONIST / SECRETARY Oct 2005 – Dec 2005****Consolidated Electrical Factors (CEF), Dubai- UAE** |
| **ACHIEVEMENTS & EXPERTISE**  |
| In charge of organizing, prioritizing and delegating tasks effectively to ensure that all administrative works are managed competently, and in accordance with the changing priorities and deadlines. Handled virtually every aspect of business from ordering supplies, to supporting Company Directors and Managers, to invoicing and managerial functions as well as administrative, clerical and receptionist duties. Served as the sole Point of Contact for all the internal and external parties. * **Designed and practiced electronic and hard copy filing system** thereby increasing the accuracy and confidentiality in document handling.
* **Established diary management** for Directors and other executive members.
* **Developed and implemented standard templates/ formats** for Quotations, Purchase Orders, Invoices etc thereby increasing productivity and time management.
* **Implemented tasks and to-do list** for self and other staffs thereby increasing the efficiency of works done.
* **Implemented alphabetical filing system** for Sales department and Property handling.
* **Introduced and practiced usage of MS Office Outlook** for all email communications, which in turn increased the quality and efficiency of communications.
* **Troubleshoots** basic hardware and software computer and printer problems.
* **Deliver outstanding results**, leading to increased levels of responsibility and recognition.
* **Professional representative** of the Directors.

ADMINISTRATION/OPERATIONS* Report directly to the Company Directors and provide high-level of administrative support.
* Point of direct Liaison between all departments and external parties to ensure proper communications and reporting practices.
* Manage and maintain various email accounts and all incoming/ outgoing correspondences.
* Handle and record data of Directors’ personal banking and other financial institutions and coordinate for EMI payments.
* Draft and finalize JV Agreements from notes, Property SPA, Tenancy Contracts.
* Being the single-person word processing department, offer document management support to executives and staff, perform administrative tasks including but not limited to developing spreadsheets, correspondence, merged mailings, faxing, scanning and photocopying documents.
* Organize calendar and supply reminders of upcoming meetings, schedule executive meetings, assist with meeting materials and agendas, attend meetings and prepare meeting minutes.
* Organize travel, visa and accommodation arrangements, corporate agendas, itineraries and necessary contacts and country information as required for 10+ executives, staff and any others as instructed.
* Handled Visa Applications (UK, Schengen, Japan, Singapore, Romanian, China etc) for Directors and their families and these applications were successfully processed by the concerned Authorities.
* Collected options for the best pricing on visas, hotels and flights and liaised and negotiated with travel agents and hotels for corporate offers.
* Handled communications with sister concerns in JAFZA, UK, Turkey and Iran.
* Coordinate with suppliers and customers for shipment of equipments and spare parts, related paperwork and payment follow-up.
* Handled interactions related to Company's advertisements and coordinate with office in Iran and the Ad Agency for processing of the same.
* Conducted telephone and onsite interviews and responded to applicant questions during the process.

**PROPERTY MANAGEMENT*** Draft and finalize property SPA, Tenancy Contracts and Renewals.
* Coordinate with Property Developers, Real Estate Agents, Brokers and/or interested parties directly for the purchase, sale and renting of properties.
* Coordinate meetings with Tenants, to prepare/renew/terminate lease contracts, rent revision and other related service/ utility documents and arrange payment collections.
* Liaise with maintenance and landscaping companies to repair and maintain the appeal of the villa and apartments; and signed yearly contracts with them after successful negotiations.
* Manage all related paperwork, communication and systematic filing.

**SECRETARIAL/ CLERICAL*** Accountable for maintaining professional work environment, daily office operations, manage and maintain facilities, office equipments, troubleshoot emergencies and follow up repairs or replacements.
* Handle multi-faceted responsibilities encompassing customer service, inventory control, purchasing and re-stocking office supplies.
* Manage front desk, meet and greet visitors, responding to telephone and in person queries and complaints, screen calls and queries and direct them as appropriate.
* Handled all incoming and outgoing correspondence, including mail, email and faxes.
* Compose reports and correspondence from dictation and handwritten notes.
* Generate quotations, invoicing, preparing other documents and arrange proper dispatch and organized filing of the same.
* Archive and update customer and supplier database.
* Handle accounts payable /receivable, petty cash expenses, recording and coordinate it with other departments as necessary.
* Handle all other duties as assigned.

**VESSEL MANAGEMENT/ SHIPPING/ FREIGHT FORWARDING** * Managed documents related to vessel's purchase, sale, mortgage, registration, ship management, crew management, insurance and other vessel certificates.
* Handled correspondences from Directors, Management Office and other departments to vessel and vice versa for crew changes, payrolls, provisions etc.
* Arranged bunker, provision supply and other requirements as required on a 30 Days Post Dated Cheque payment facility based on successful negotiation with the suppliers.
* Prepared freight quotations, invoices & Bill of Ladings.
* Communicate with shipping lines/ airlines/ cargo companies etc. for best freight offers, arranging shipments and follow up of the same.
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| **EXPERTISE highlights** |
| * 6+ years UAE experience
* Office administration
* Professional business correspondence
* Client liaison
* Contracts drafting
* Proper telephone etiquette
* Travel administration
* Mail management
* Time management
* Customer service oriented
* Data entry & document processing
* Calendar keeping
* Deadline oriented
* IT & software practices
* Basic accounting practices
* Accounting software
* Efficient in handling work pressure
* Able to delegate
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| **PERSONAL SKILLs** |

* Organized
* Confident and professional
* Reliable and trustworthy
* Versatile
* Innovative
* Mature & self motivated
* Meticulous attention to detail
* Punctual
* Excellent communication skills
* Able to prioritize tasks
* Willing to learn
* Multi-tasking

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| **IT, TRAINING & CERTIFICATIONS** |
| * MS Office: Word, Excel and PowerPoint
* Outlook & Internet Clients
* Peachtree Accounting Software
* Tally Accounting Software
* Manual Accounting Practices
* Effective Telephone and Communication
* Self Correspondence Skills
* Secretarial Skills
* English Typing Skills (55+ WPM)

**Institution** * Nadia Training Institute, Dubai- UAE
* Supreme Computer Training Center , Dubai- UAE
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| **Education** |
| ***Higher Secondary Certificate in Commerce*** Gold Medal & First Class with 71.8% marks (***2004-2005)******Secondary School Certificate*** First Class with 71.6% marks (***2002-2003)*** **Institution :** P.E.S. Vidyalaya, Kannur- Kerala (Affiliated to CBSE, Delhi) |
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| **PERSONAL DETAILS** |
| Nationality : IndianDate of Birth : 6 October 1986Marital Status : Married Languages : English, Hindi, MalayalamHobbies : DIY Crafts, blog,  photographyVisa Status : Residence Visa Driving License : UAE- LMVNotice Period : Can be discussed |
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| **REFERENCES** |

Available upon request. |