GLADYS



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**Secretary to the managing director**

**With UAE Driving License**

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| **OBJECTIVE** |

To obtain a secure job and work with a well established and stable company that will enable me to fully utilized my strong organizational skills, educational background as well as ability to work well with people.

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| **SUMMARY** |

I bring with me working experience of over 22 years in office administration having worked in various challenging environments to name a few such as Non Life Insurance, Auditing, Banking and Construction. My experience has always been focussed mainly on management and customer relation with daily interactions with clients and employees. Highly experienced and qualified office administration professional with expertise in administrating office related works, providing secretarial support, organizing management responsibilities. Demonstrated skills in performing tremendous pressure, meeting organizational objectives and dealing with challenging opportunities. Versatility in paper works and competent in using MS Office applications. Detailed-oriented, organized and quick learner with ability to effectively prioritize job responsibilities has been a core discipline of my work ethics for the past 22 plus years.

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| **QUALIFICATION AND TRAININGS** |

**Bachelor of Science in Commerce – Major in Banking & Finance Graduate**

**SEMINARS ATTENDED:**

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| 1. Fund Management Groups Orientation   On Treasury and Trust Operation  June 16, 2001  Insular Savings Bank Training Room | 5. General Insurance Course II  October 7, 1989 to March 17, 1990  Seaboard- Eastern Insurance Co.  Board Room |
| 1. Vision, Values & Strategies   March 11, 2000  ILAC Building  ISB Head Office | 6. Tellering & New Accounts Orientation  November 21, 1998  ILAC Bldg., Ayala Ave., Makati City |
| 1. Primer on Trust   March 15, 1999  SGV Hall, AIM | 1. Training Course (Practicum)   October 1984 to January 1985  Manila Bankers Life Ins.  Ayala Avenue, Makati City |
| 1. Total Quality Service Seminars   October 24, 1995  Makati Sports Club |  |

**KEY SKILLS**

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| Office Skills: | Office Management  Records Management  Database Administration | Spreadsheets/Reports  Calendaring  Executive Support | Front-Desk Reception |
| Computer Skills: | MS Word  MS Excel  MS PowerPoint | MS Outlook  Windows  Fax core |  |
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EMPLOYMENT HISTORY

*June 2011 – November 2011 RED EVENT SERVICES L.L.C. DUBAI, UAE*

*Executive Secretary to Managing Director*

*Key Responsibilities:* Provide full administrative support to Managing Director in a timely and courteous manner and with wide latitude for exercising discretion and judgment.

Support and actively participate in delivery of the Company Policy.

Manage the Managing Director’s diary, appointments and travel arrangements

Managing the complete recruitment life-cycle for sourcing the best talent from diverse sources after identification of manpower requirements.

Updating and maintaining Document Files in well controlled manners to ensure they remain thorough, accurate and up to date.

Contributed to effective implementation of customer database which streamlined the company’s contact management activities.

Established/updated comprehensive database and mailing list

Arrange for and manage meetings with Clients and staff which require initiative, industriousness and the ability to work to tight deadlines.

Answer telephones and direct calls efficiently or take accurate messages where appropriate.

Assisting all the Department heads with daily queries which require interaction with Higher Management.

Responsible for reading, scrutinizing and prioritizing for respond to all email enquiries.

Responsible for ensuring that there’s enough stock for office supplies the company.

To delegate responsibility to all relevant staff and ensure satisfactory performance is maintained at all times.

Helped formed better relationship between Management and Staff

Handles Office boys and Drivers for their daily logistics.

Manage daily logistics

*October 2010 – February 2011* DEUTSCHE AUTOTEILE (DAT) JAFZA, UAE

*Chief Secretary and Head of Coordinators*  – reports directly to the general manager

**Key Responsibilities: Provide full administrative support to the General Manager in a timely and courteous manner in a timely and courteous manner and with wide latitude for exercising discretion and judgement.**

* Manage the Managing Director’s diary, appointments and travel arrangements
* Attending Meeting as a part of Management and preparing minutes and ensuring timely distribution of the same.
* Heading the meeting of Coordinators to ensure all problems relating to general coordination within the department and problems relating to Staff are highlighted to the management in order to help Company’s growth and also informing the Coordinators and Staff regarding the Company’s status and any changes in the management and Company’s regulations.
* Handling the Reception/Secretary ensuring that she is carrying out her responsibilities as per the Company’s requirement and business etiquettes.
* Sending Email, Letters etc to Clients.
* Updating and maintaining Document Files in well controlled manners to ensure they remain thorough, accurate and up to date.
* Distribution of incoming Emails/ Faxes to the concerned department.
* Co-Ordination & Correspondence with General Manager & Customers
* Generating Various Reports like Office Supplies, Stock Status, Pending Orders, Daily Sales, Daily Issues/ Receipts Etc.

*July 2004 – August 2010 ROSHAN CONSTRUCTION L.L.C DUBAI, UAE*

*Executive Secretary to Managing Director*

**Key Responsibilities: Responsible for the efficient and effective management of the project's construction team.**

* Provide administrative support to Managing Director in a timely and courteous manner and with wide latitude for exercising discretion and judgment.
* To sign on behalf of the Managing Director for any urgent and simple issues in his absence.
* Support and actively participate in delivery of the Company Policy.
* Manage the Managing Director’s diary, appointments and travel arrangements
* Monitoring, updating and maintaining Document Files in well controlled manners to ensure they remain thorough, accurate and up to date.
* Contributed to effective implementation of customer database which streamlined the company’s contact management activities.
* Assisting all the Department heads with daily queries which require interaction with Higher Management
* Comply with the company’s management system in particular to make sure all the project financial procedures and protocol is effectively managed by the Project Managers.
* Proactively ensure that all required Insurances, bonds are in place and up to date at all times.
* Co-ordinate with Project Managers/Operation Department to ensure all end of month processes such as submission of claims to Consultants/Clients are carried out in a timely manner and see to it that all payment should be collected on time.
* In consultation with the Project Managers, help resolve disputes between them and clients.
* Preparation and distribution of ad-hoc reports.
* To delegate responsibility to all relevant staff and ensure satisfactory performance is maintained at all times.
* Established/updated comprehensive database and mailing list
* Arrange for and manage meetings with staff and clients which require initiative, industriousness and the ability to work to tight deadlines.
* Work also includes but not limited to preparation of Tender Prequalification’s, Conditions of Contract, Bill of Quantities and Variation Order Notices.
* Utilise fast and accurate touch typing skills to record minutes in shareholders and board meetings.
* Respond to email enquiries from clients.
* Answer telephones and direct calls efficiently or take accurate messages where appropriate.
* Responsible for word collation of official company documents such as annual reports, prospectuses, executive summaries and contracts.
* Helped formed better relationship between Management and Staff
* Handles Office boys and Drivers for their daily logistics.
* Manage daily logistics

*June 1995 – June 2004* INSULAR SAVINGS BANK MAKATI, PHILIPPINES

*Secretary to Senior Vice President* – trust & investments dept. & treasury dept.

Key Responsibilities: Provide full secretarial & administrative support to the department

* Support and actively participate in delivery of the Company Policy.
* Manage the Senior Vice President’s diary, appointments and travel arrangements
* Makes Contract Agreements for various accounts for different clients.
* Responsible for all documents required for the client.
* Make PNs, CR, Fees letter and fee letter and certificate for custodianship account.
* Compute rates for Fixed Income Securities Placement
* Doing the custodianship schedule for the due date and interest of various client.
* Keeps clippings of pertinent news items.
* Handles requisition and control of the department’s office equipment/ furniture/supplies.
* Coordinates with responsible department for proper disposition of reported malfunctioning of office equipment; repair of furniture and fixtures
* Responsible for word collation of official company documents such as annual reports, prospectuses, executive summaries and contracts.
* Helped formed better relationship between Management and Staff
* Manage daily logistics

*February - June 1995* CARLOS J. VALDEZ & CO. (AUDITING FIRM) MAKATI, PHILIPPINES

*Secretary to Managing Partner*

Key Responsibilities: Provide Full Secretarial & Administrative Function

* Manage the Managing Director’s diary, appointments and travel arrangements
* Typing and finalizing Audit Report to be submitted to the Client
* Helped formed better relationship between Management and Staff
* Manage daily logistics

*November 1989 – October 1994* SEABOARD-EASTERN INSURANCE CO., INC. (NON-LIFE INS. CO.) MAKATI, PHILIPPINES

*Secretary to Vice President – Finance and Admin Department*

Key Responsibilities: Provide full secretarial & administrative support to the department

* Manage the Vice President’s diary, appointments and travel arrangements
* Types cheques and vouchers
* Prepares Purchase Orders after approval of canvassed items
* Prepares/consolidates monthly costing of xerox, mimeo and other office supplies for both departments
* Canvasses prices of purchase requisitions for office/kitchen/medicine supplies, equipment and other co-requirements and recommends most reasonable cost
* Maintains files including OR’s, CV’s, Comm. Voucher, CM’s and other related items
* Receives/Logs/Monitors incoming/ outgoing correspondence and forwards to respective persons concerned
* Handles application of foreign exchange remittance based on schedules prepared by RI Asst.
* Conduct preliminary interview/exam to applicants.
* Coordinates with the following persons:
  + Tellers for OR’s, Commission Vouchers, Check Vouchers to be filed
  + Messenger for rush submittals/collection of documents for both departments
  + Other department secretaries for appointments made for AVP-Accounting
* Maintains and controls all library materials, handles subscription of magazines, periodicals, and newspapers
* Relieves for and in behalf of the Telephone Operator/Receptionist in her absence.

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| **PERSONAL PROFILE** |

Sex Female

Date of Birth 17th November 1964

Marital Status Married

Nationality Filipino

Visa Status Tourist Visa - Expiry 27 February 2012 – (Can extend for 1 month)

Languages Known English and Tagalog