Soumaia

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French

**ADMINISTRATION MANAGER /OFFICE MANAGER**

**PROFESSIONAL SYNOPSIS**

Pro-active and results oriented  **Management *professional*** with over 19 **years** of working experience in multi-cultural environment in Administration Operations Management as well as in Hospitality & Travel Sector with leading Companies in **UAE / USA & MORROCO.**

* Able to motivate personnel to high performance standards and excellence. Consistently aligned operation management strategies with department goals and achieved significant improvements in key business metrics such as process improvement, employee turnover and productivity.
* Demonstrated commitment to leadership through positive contributions in boosting employee morale, improving retention and productivity rates, and streamlining policies and procedures**. Strong ability to interact with people of diverse backgrounds, cultures, professional and technical levels.**
* Known as a strong leader with higher standards and a powerful drive for results. Strong dynamic personality able to quickly establish relationship with everyone. Dedicated team player; recognized for creativity, integrity and drive for success. Excellent communication skills in **ARABIC/ENGLISH / FRENCH** and the ability to interact effectively at all levels.

**EXECUTIVE COMPETENCIES**

|  |  |
| --- | --- |
| ♦ Administration Operations Management ♦ Cost Reductions / Profitability Improvement♦ Process Improvement ♦ Team Leadership ♦ Staff Development and Employee Relations | ♦ Strategic Planning -Facility management ♦ Planning & Organizing♦ Training & Staff Supervision♦ Cross-Cultural Work Environments ♦ Procurement Management |
|  |  |

**PROFESSIONAL EXPERIENCE AND ACCOMPLISHMENTS**

 **Aug 2012 till date**

**Office Manager Sharja -UAE**

Maintains office services by organizing office operations and procedures ; controlling correspondence; designing filing systems; reviewing and approving supply requisitions; assigning and monitoring clerical functions. Provides historical reference by defining procedures for retention, protection, retrieval, transfer, and disposal of records. Maintains office efficiency by planning and implementing office systems, layouts, and equipment procurement. Designs and implements office policies by establishing standards and procedures; measuring results against standards; making necessary adjustments.

* Provide a complete secretarial and administrative service to the Managing Director to facilitate Company processes.
* Provide time management/diary services and ensure the MD is able to attend all key meetings at the appointed times with all relevant documents needed for the meeting.
* Prepare reports, memos, letters, translations & financial statements and other documents, using word processing, spreadsheets, database, and/or presentation software
* Read and analyze incoming memos, submissions, and reports in order to determine their significance and plan their distribution
* Provide a complete correspondence service, including faxes and email, routing correspondence as necessary and drafting replies where appropriate to ensure that all mail is dealt with efficiently
* Observe confidentiality procedures and register and track accountable documentation, records and reports to ensure security and control
* Perform general office duties such as ordering supplies, maintaining records management systems, and performing basic bookkeeping work
* Make travel arrangements in a cost and time-effective manner, including booking itineraries/venues, to ensure the most effective use of the Managing Director’s time.
* Provide any ad hoc activities requested by the MD.
* Follow all relevant operational procedures and instructions so that work is carried out in a controlled and consistent manner.
* Screen and respond to incoming calls and take appropriate action to handle the situation. Make routine telephone calls to follow up actions on behalf of the MD.
* Recruit and select office staff
* Organize orientation and training of new staff members
* Coach and discipline office staff
* Ensure office policies and procedures are being adhered to.

**Dubai Multi Commodities Centre Apr-2005 to July 2012 Dubai, UAE**

**Central Services supervisor**

Provide leadership and direction to a team of 14 subordinates responsible for managing the procurement and administration operations of the company - The Dubai Multi Commodities Centre (DMCC) created to establish a commodity market place in Dubai, and provide industry-specific market infrastructure and a full range of facilities for the gold & precious metals, diamonds & Colored stones, energy and other commodities industries to ensure all administrative operational activities are carried out within the stipulated frame-work of policies and procedures. Report to the CS manager.

* Ensure the provision of general administrative support services to all the divisions and departments and across all locations within the company.
* Assist the CS manager in planning, developing and implementing departmental operational strategies/ programs in accordance with company’s policy and to meet established objectives to provide efficient, effective services.
* Responsible for planning, developing and revising the administrative operations management activities of the company in accordance with the company’s business requirements and departmental requirements.
* Ensure smooth day to day- running of the department in terms of schedule, manpower and material availability.
* Assign duties and shifts and observe performance to ensure adherence to Department policies and established operating procedures.
* Organize orientation programs for staff in the department .
* Supervise, coach and annually evaluate the department staff’s performance to achieve the Department’s goals and objectives.
* Established stock requirements for various stationary and office items. Control receipt and distribution thereof and carry out inventory and record keeping.
* Manage all general office / facilities and other assets ‘ maintenance, repair work, refurbishment, internal fit-outs, and refurbishment of entire offices and shifting of offices with the especial focus on cost control.
* Budget preparation and monitoring of expenses.
* Responsible for the supply chain management , sourcing, negotiating, and managing the **purchasing management function (Products / Services)** by ensuring the flow of goods from vendors in an efficient, cost effective way to meet business requirements with minimum interruptions to service **from local markets** in support of business operations for the company.
* Liaise with user departments as required, ensuring inventory levels of items are maintained.
* Negotiate and secure the most competitive terms on long term procurement agreements with preferred suppliers ensuring firm fixed pricing, delivery schedules and terms and conditions are clearly defined and understood by all parties.
* Prepare and administer Purchase Orders and Contract Agreements for products and services purchased by the Company.
* Organize set up for all internal events held by the company & outsource catering whenever required.
* Identify cost saving program where possible aiming to reduce service charge costs
* Guiding, developing and expanding facilities management team
* Performing initial Recruitment of support staff as required in the department ( Receptionist/Operators/Office assistants/ Messengers.PRO........) in coordination with HR dept
* Perform annual appraisal of the Admin & Procurement Department staff

**Emirates Towers Hotel & Offices/Boulevard – Jumeirah Group Jul-2003-Apr-2005**

**Executive Guest Service Officer -Estate Management Division Dubai, UAE**

Directed the activities of 28 subordinates involved in managing the complete **Guest Relations Desk / Customer Service Operations** within the Estate Management Office of this **5 Star Hospitality & Property having more than 220 high standard offices** to ensure efficient and profitable operation. Reporting to the General Manager of the Offices & Boulevard of Emirates Towers ,Jumeirah Group

* Primary function is overseeing the day to day management of the facilities department ensuring effective procedures and strategies are in place for successful operational delivery
* Develop a long term sustainability program to include the reduction of waste and power consumption
* Establish close liaison with tenants to solve operational issues
* Ensure small works projects are delivered on schedule and to budget
* Management of third party contractors in line with specified KPI's
* Responsible for the supervision and coordination of the **Customer Service Desk/ Guest Relations** **Operations** staff to ensure that all tasks are carried out smoother and efficiently.
* Resolve problems arising from guests' complaints, and unusual requests and inquiries during the operations.
* Develop a working environment that support organizational and brand values.
* Assign duties and shifts to workers and observe performance to ensure adherence to Office Tower policies and established operating procedures.
* Planned, coordinated and implemented **Customer Service Desk / Guest Relations operations** management strategies aimed at enhancing the image of the property and overall financial performance.
* Checked and ensured all the activities of operations were in accordance with the plan.
* Established, monitored and measured the performance of **Customer Service Desk/ Guest Relations** department operations staff.
* Identified training needs of the employees; recommended and implemented focused training to enhance productivity and career development to achieve crucial corporate objectives.
* Ensured highest standards of guest relations and quality facilities. Met, greeted guests in person and arrange for VIP guests gate access in & out including transportation.
* Provided guests with brochures and publications containing information on the outlet services, travel information such as historical sites, scenic areas and other tourist attractions, local customs, points of interest and special events occurring in various locations, and foreign country regulations, such as consular requirements and currency limitations.
* Supervise, trained, coached and evaluated the department employee’s performance for achieving the department objectives.
* Ensured the implementation of Best Business Practices for the Customer Service Desk Operations Management and ensured adherence to the organization Policies and processes.

 **Tour Guide March 2002 April 2003**

 **Marrakech –Morocco**

* Being granted “Tourist Guide licence “from the Department of Tourism in Morocco, having general knowledge about Tourism Industry in the region.
* Service Oriented person with fluency in Arabic/French and English languages as well as good verbal communication skills
* Have worked as virtual Tour Guide with various leading Tourism Companies in the country
* Escort the guests visiting Marrakech ( Fit or Group ) and assist them from the point of arrival and throughout their itinerary schedule
* Ensured the implementation of Best Tourism Practices for tourists either individuals or in groups and ensured adherence to the department of Tourism and hospitality’s Policies and processes.
* Conduct guiding tours by sharing information on the destination and tourist spots with the facts, dates , historical importance and latest advancements in an interesting manner specifications
* Being able to assist foreign tourists in Morocco / travel with them and offer them any kind of support needed to make their journey a memorable stress free and comfortable safe one
* Ensure individual attention to both leisure and corporate travellers in both fit and group
* Friendly and extrovert personality with positive attitude as I deal with guests from diverse cultures/background
* Offer sightseeing advice , translate and interpret
* Inform Operations if there is any cancelation in trips / using time management skills
* Provide other related duties if required from both the travel agency or from the client

**Casablanca Travel Agency Jan to Dec 2001**

**Executive Secretary - PA Virginia, USA**

Provide direct executive office support to the General Manager in performing advanced, diversified and confidential secretarial and administrative operations duties of this leading Travel Agency**. Reported to the General Manager.**

* Rendered accurate and timely executive level secretarial assistance to the General Manager in the execution of his day-to-day activities.
* Organized and managed luxurious trip books and checking of itinerary for special trip.
* Prepared, consolidated, reviewed, researched and analyzed various informative, financial, statistical and business analysis & growth trend reports by extracting data from the MIS.
* Prepared all customer requests, confirming, upgrading, and canceling of flights / Hotel bookings. Worked closely with Airlines companies to ensure that all aspects of regarding itineraries for customers.
* Performed miscellaneous functions such as creating memorandums or letters, reviewed documents or proposals, researched, analyzed and collated information on specific topics or issues in order to support the General Manager in achieving operational and strategic objectives.
* Provided assistance in building and strengthening cross-functional relationships between departments to ensure the smooth running of operations, clarify issues and bring in win-win solutions.
* Received and reviewed all incoming mails for the General Manager and replied to the queries on general technical aspects.
* Prepared and submitted various reports on different operations to the General Manager as per his request from time to time.
* Participated and rendered assistance in implementation of various directives of the General Manager.
* Attended and screen all incoming phone calls and visitors for the General Manager and took necessary actions as per directions.
* Prepared various reports and correspondence and edited/ reviewed them for language correctness.
* Managed the calendar schedules of the General Manager and made appointments on his behalf.
* Prepared Minutes of the Meetings, reports, presentations, memos, proposals and other documents

**Manhattan Bagel Company Feb1999 Sept 2000**

**Sales/retail Executive Virginia, USA**

* Execute daily operations of promoting the sales of –**FMCG PRODUCTS** from the Retail Store. Receiving orders through Micros System.
* Responsible for executing the sales orders, monitoring the cash flow and preparation of reports. Applying and maintaining retail store guidelines and standards for visual presentation and store appearance.
* Perform inventory management and keeping the management aware of the day-to-day requirements of the customers. Requisite merchandise from stockroom.
* Monitor receiving, check-in, and stocking of merchandise to verify accuracy.
* Maintained thorough knowledge about the company’s merchandise to provided helpful advice to customers
* Managed merchandising. Maintained direct contact with suppliers for re-order and delivery. Provided customers with product and price information and handle customer queries and complaints, if any.
* Ensured consistently high quality customer service and satisfaction, uphold all corporate policies and procedures.
* Prepared sales slips and sales contracts; manage cash and all aspects of transaction processing.

**British Honorary Consulate Dec 1995- Nov1998**

**PA/Consular Assistant Marrakech - Morocco**

Managed the overall Office Administration functions and the office of the British Honorary Consulate including the Facility Services, Events Management, Office Meetings, and Media Interviews).Provided direct executive office support to the Consul in performing advanced, diversified, confidential and administrative duties.

* Managed local and international correspondence on behalf of the Consul, interpreting and explaining the established policy and procedures in response to queries from different resources.
* Undertook special assignments of various nature and gathered information on sensitive or confidential aspects by research, summarizing and analyzing as per the direction of the Consular from time to time.
* Managed the calendar schedule of the Consular and made appointments on his behalf.
* Made timely and advance travel arrangements/ Hotel arrangements for the Honorary Consul according to his travel plan.
* Assisted the British residents / visitors living in the region, coordinating on their behalf with local authorities in a meticulous and organized manner.
* Prepared and distributed Agenda for the Meetings, Prepared Minutes of the Meetings, reports, presentations, memos, proposals and other documents.
* Maintained professional relationship with personnel (maintaining boundaries, maintaining confidentiality and mutual respect and positive mood).
* Managed and organized business meeting /travel & exhibition participation for the Honorary British Consular and Senior Managers.
* Follow-up on governmental facilities requirements and ensure that the consulate is compliant with all regulations (Ministry of Anterior , Fire Department, etc…) and inform the management about any missing requirement in a timely manner.

**Horizon Travel Agency Dec1994- Nov 1995**

**Executive Secretary Marrakech - Morocco**

Managed the overall secretarial and office management of the General Manager of this leading Travel Agency

* Managed correspondence on behalf of the General Manager, interpreting and explaining the established policy and procedures in response to queries from different resources.
* Prepared Minutes of the Meetings, reports, presentations, memos, proposals and other documents.
* Provided efficient telecommunications services and exercised diplomacy, resourcefulness and tact in managing the office.
* Responsible for making **travel and hotel arrangements** and planning itineraries and follow-up with Customers. Coordinated and scheduled client meetings, and staff meetings.
* Exercised and **maintained strict confidentiality** of all the documents and communications.
* Being alert and vigilant always to gather various required information or data for the General Manager.

**ACADEMIC QUALIFICATIONS**

* Bachelor of Arts in English Literature Specialization in Linguistics / Pragmatics Cadi Ayyad University Morocco -1994.
* Office Management & Effective Administration Skills Diploma , New Horizon Centre, Dubai-2005

**PROFESSIONAL QUALIFICATIONS**

* Attended course on ‘Dynamic Supply Chain and logistics management’ with Intech International June 2012
* Attended Workshop Training on “ Customer Service Training “ by Customer at heart training CO from Sept to Oct 2011
* Attended a Workshop for “Team Building” from Securities and Commodities Authorities Abu Dhabi –Jan 2010
* Attended course on ‘Leadership and Management Skills for Supervisors’ Course from Euro-match-Dubai-April-2007.
* Attended Course on ‘Office Management and Effective Administration Skills’ with Progress Management System in Sep-2006.
* International Computer Driving License - ICD - New Horizon Centre, Dubai-2005
* 2003-2004 Jumeirah International ‘Saffir Hospitality Training Program’ which is designed to upgrade interpersonal and communication skills, better equipping colleagues to deal with guests and internal customers.
* 2003-2004- Jt Training of Induction to the fundamental of management’ Effective Communication, Time Management, Team Building Leadership Management, Problem Solving. How to handle difficult people, Self Management.
* Training from Spearhead entitled ‘ Sales & Up-Sell Techniques-2003 Madinat Jumeirah Hotel– Jumeirah Group
* Italian Language Diploma from Multi Languages Institute’ Ancona Institute Italy -2002
* Tourist Guide License, Department of Tourism in Morocco-1997 (Arabic ,French & English as Authorized Languages)
* Certificate of Technology Information from ‘ Modern Polytechnic Institute’-1995 Morocco
* Executive Secretarial Diploma, Centre Pratique Audit-Visual in Morocco-1994

**ACHEIVEMENTS & TRAINING PROGRAMS**

* Awarded an "Appreciation Gift"for playing a critical role in coordinating many social activities events which hosted over 4000 guests from different countries by the British Honorary Consulate in 1995 in Morocco
* Achieved a " Certificate of Appreciation " for valued contribution made to the big move of DMCC main corporate offices in 2009 within Dubai- UAE
* Certified from the American Hospital Dubai as “ Heart saver First Aider & CPR 2005 Guidelines ” July 2010
* Attended Training on Basic Fire Fighting from Eurolink Safety Services – Jun-2008 Refreshed course on 2010

**TECHNICAL SKILLS**

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

Micros (F & B Package)

MS Dac- Security System Program.