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| **Aparna**  ***General Administration Management Professional***  [Aparna.180818@2freemail.com](mailto:Aparna.180818@2freemail.com) | C:\Users\cvwriter\Desktop\Untitled.jpg |

**PROFILE SYNOPSIS**

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Versatile, Dynamic and Gulf experience management professional equipped with 12+ years record of delivering key significant contributions towards companies’ continued business growth ventures within a diversified industry in UAE and India. Manifest broad experience in directing whole gamut of workforce management encompassing General Office Administration, Business Operations Management, Fleet Administration, Travel arrangement, Business Correspondence, Preparing Monthly reports, Secretarial & Finance Functions, Public Relations, and Customer Service; Strategic thinker and astute in handling HR functions such as Recruitment & Retention, Employee Relations, Orientation & On-Boarding, Performance Appraisal, Premises & Equipment maintenance, Staff Accommodation, Transportation & Security. A proactive and innovative leader with excellent planning, analytical, problem-solving, decision-making, organization, coordination, monitoring, time management, communication and interpersonal skills; Seeks a challenging work profile to contribute and work actively where gained knowledge, expertise, and management skills will have a valuable impact.

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| **Strengths** | |
| * Acquired Master’s Degree with 12+ years experience * Astute in Finance Operations, LC, Guarantees & Loans * Policies Implementation/Training & Development skills * Recruitment/Selection/Appraisal/Performance Evaluation * Strong Motivator & Relationship Building Capabilities | * Expertise in Office Management & Business Operations * Logistics Management and Fleet Administration skills * Knowledgeable of HR, UAE Labor Laws & Regulations * Technically astute with ERP & MS Package (Word/Excel) * Performance driven, Enthusiastic, Vibrant Personality |

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| **QUALIFICATION** |

**Master’s Degree in Business Administration specialized in Finance – SCMS Cochin with 70% marks 2005**

**Bachelor’s Degree in Commerce – Calicut University with 70% marks 2002**

**Pre-Degree – Calicut University with 73% marks 1999**

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| **CAREER SNAPSHOT** |

**Executive Assistant to the CEO –** MGT Group Dubai **Dec 2014 – Present**

*(Performed General Administration, Fleet Administration, Secretarial and Finance)*

**Executive Assistant to the Chairman (HR & Admin) –** FSG Middle East LLC, Dubai **Oct 2013 – Dec 2014**

*(Flying Sea Food Group) Dubai*

**Manager –** Nila Sea Foods Pvt. Ltd. (International sea food trading Co.), India **Feb 2010 – Sep 2013**

**Credit Manager –** Tata Motors Finance Ltd. India **Jul 2007 – Jan 2010**

**Retail Asset Operations –** ICICI Bank Ltd. India **Jun 2005 – Jul 2007**

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| **KEY ACHIEVEMENTS** |

* Gained 12+ years experience within a diversified industry in UAE and India in domains Executive Assistant to the CEO, General Administration, Fleet Administration, Public Relations, Secretarial and Finance, Human Resource, Credit Manager, Retail Asset Operations and Client Relations.
* Accomplished Master’s Degree in Business Administration specialized in Finance and Bachelor’s Degree in Commerce from one of the reputed University in India.
* Acquired Best performer in ICICI Bank in 2005-2006 and best cross-sell champion for two-wheeler loans with ICICI Bank Ltd. in the year 2006. Played significant role in costing of the Credit Process Agency.
* Instrumental in setting up credit, process with lowest TAT in 2009 and achieved a higher approval ratios.
* Orchestrated new STPL location in Trichur. Accomplished turnaround time which reduced to 25%. Gained good conversion rates of leads which generated in LOP-cross sell product.
* Initiated credit process and ensure compliance from all sides to close sourced files within the turnaround time.
* Achieved higher approval ratios and effectively managed within the pre-determined limits.
* Performed assigned workload with indefinable enthusiasm, commitment, honesty, and dedication and drove towards contributing to continued business growth.
* Personally committed to continued growth and excellence, has the drive, energy, vision, leadership and implementation skills.

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| **AREAS OF EXPERTISE** |

**General Administration Management**

* Direct, plan, or implement policies, objectives, or activities of organizations or businesses to ensure continuing operations, to maximize returns on investments, or to increase productivity.
* Support operations by supervising staff; planning, organizing, and implementing administrative systems and provides reports to the management.
* Maintain administrative staff by recruiting, selecting, orienting, and training employees; maintaining a safe and secure work environment; developing personal growth opportunities.
* Create and manage an effective and strategic events strategy for the company in conjunction with the Chief Executive to increase business activity.
* Carry out administrative duties efficiently including correspondence, logistics coordination, bookkeeping, customer relations, supplier dealings as well as IT support.
* Develop budget recommendations for operating expenditures and/or capital outlay, personal services, equipment and materials, and maintains revenue as high as possible.
* Supervise such management planning activities as job analysis, organization studies, workflow, and simplification of systems and procedures for warehouse, accounting and finance.
* ***Prepare relevant documents:*** business correspondence, memorandum, appointments or termination documents.
* Handle and maintain confidentiality in all official company correspondence, quotations, inquiries, contracts, and other legal documents.

***Finance & Administration:***

* Assume responsibility for effective administration of budgets and associated records. Liaise with accountants, bookkeeper, and auditor. Work closely with team members to complement cross-team activities.
* Responsible for the management of effective credit control systems across the entire team. Maintain cost-effective and efficient administrative systems. Carry out other duties as may reasonably be required by the Chief Executive.

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| **PROVEN JOB ROLE** |

**Exe Asst. to the CEO** *(General Administration, Fleet Administration, Secretarial & Finance) –* **MGT Group Dubai**

* Effectively handle a high level of confidential matters. Prepare and submit all necessary reports to the management for decision making purpose. Engage in a new customer acquisition, servicing existing client account & receivables ageing.
* Analyze and prepare all accounting information and provide high-quality support services to the Chairman.
* Coordinate with Consulates/Embassies in Dubai for the issuance of a visa to various countries as per instruction from the Chairman. Ensure to meet quality standards for all the events conducted by the Executive Office.
* Work closely with the management, drafting necessary communications including various business proposals in the form of Non-Disclosure Agreements, Memorandum of Undertaking etc.
* Consolidate and analyze financial data and ensure that company’s goals and financial standing are on the right track.
* Provide creative alternatives and recommendations to reduce costs and improve financial performance.
* Perform multi-tasking and coordinate between various people and resources to ensure smooth functioning of the office.
* Oversee Logistics Management including Airport Transfers, Hotel Accommodation and within the city drive.
* Effectively manage event calendar and organize necessary meetings whenever required by the management.
* Manage recruitment of new candidates, issuing offer letters & handling all joining formalities for the new candidates.
* Assist the Finance Controller to manage and coordinate all banking needs including the relationship with the bank, arranging and maintaining credit facilities.
* Administer management of guarantees, trust receipt loans and letter of credit facilities as required by the business units.
* Conduct due diligence for the prospective business acquisition and mergers and advise the management on risks and rewards of such reviews. Handle the complete vehicles of the company including driver management and logistics.
* Ensure regular follow-up on a timely collection from debtors and coordinate with unit in-charge and unit accountant for creditor’s payment. Keep a track of the net asset position of the company.
* Participate in the discussion and follow-up commercial & administrative aspects of the business whenever required.

**Executive Assistant to the Chairman (HR & Admin) –** FSG Middle East LLC, Dubai**,** *(Flying Sea Food Group) Dubai*

**HR & ADMIN FUNCTIONS:**

* Responsible for recruitment of new candidates, issuing offer letters and handling all joining formalities for the new candidates. Manage all labor and immigration activities for the company staffs.
* Oversee renewals of Trade License, Tenancy Contract, Import-Export Permit, Vehicle Registration etc. Checked invoice, delivery note, and goods release orders prepared by invoicing team for local deliveries.
* Scrutinized Import documents and advise the shipper if there are any corrections. Carried out employee’s increment/bonus and incentive system. Evaluated employee’s performance and giving feedback to the management.
* Communicate with banks, the police department in case of legal issues such as cheque bounce. Provided necessary arrangements of expired product destruction in coordination with Municipality.
* Supervised Monthly physical stock Audit and conduct quarterly HACCP audit. Communicate with Municipality rental committee and real estate office in case of rental dispute.

**IMPORT FUNCTIONS:**

* Administered purchase orders, collect label approval from Dubai Municipality and follow up with Municipality officers.
* Handled product registration through online and getting the DM Code if it is applicable.
* Provided FIRS for Import shipments, coordinate with Municipality inspectors for product inspection, sample collection, liaison with Municipality Lab for getting Lab test reports.
* Oversee the whole gamut related to preparation of LC opening application and submit to Bank, follow-up of draft LC and send to the supplier, correction advice to the bank if applicable and advising supplier for LC amendments if required.
* Evaluated the terms & conditions with LC terms (goods description, quantity, payment terms, legalization, embassy attestation etc.) Responsible for the final approval of documents to supplier and arrangement of Marine insurance.
* Analyzed and compare the freight rates received from different shipping lines and get it approved from the Manager.
* Keep a tracking record of the shipments, follow up and communicate with bank officers for the release of original documents if the payment terms are through Bank or LC. Negotiated with shipping companies in case of FOB shipments.
* Communicate with the warehouse staff, shipping line, clearing agents for the clearance of cargo.
* Liaised with senior customs officers and municipality officers whenever issues arise. Checked import shipments with the PO product specifications. Inform supplier in case of any quality deviation.
* Carried out payment arrangements to the supplier in coordination with Accounts Department.

**INTERNATIONAL EXPORT FUNCTIONS:**

* Prepared Performa invoices, Purchase Orders and coordinate with customers and suppliers to get labels approval.
* Coordinated with inspection authorities such as SGS and suppliers. Scrutinize the draft documents and approval.
* Reviewed LC’s against the contract, prior to pre-drafting documentation, ensure that all amendments are as per the Bank policies and procedures. Prepared shipping documents (Invoice, Packing List etc.).
* Ensured to collect the original LC and amendments from Bank. Prepared invoice and packing list as per the LC terms.
* Advised suppliers if there are any other terms needed as per LC in the certificate of origin, health certificate, B/L or any other documents. Processed the customs/clearing invoices and chilled shipments. Prepared reports related to exports.
* Coordinated with DHL in case of transferable LC, follow up with the bank officers and get the documents if they arrive and replace the invoice, packing list, and draft. Managed shipment tracking and reporting to customers.

**Manager –** Nila Sea Foods Pvt. Ltd. (International sea food trading Co.), India

* Effectively handle all operations of international business for Exporting & Importing seafood’s products across the globe.
* Checked LC’s vs. contract, prior to pre-drafting documentation, ensure that all amendments are as per the Bank policies and procedures. Coordinate with shipping line to arrange for containers for export purposes.
* Oversee export product to various countries such as Japan, Spain, Italy, UK and other countries.
* Prepared proforma invoices, scrutinize drafting of documents and approval and preparing shipping documents (Invoice, Packing List etc). Collect the original LC, amendments from Bank.
* Liaised with the bank for Letter of Credit forward booking & telegraphic transfer based on fluctuations in exchange rates.
* Handled customer complaints and resolve the issue in coordination with Quality Department. Keeping track of pre-shipment and post-shipment of export documents. Effectively manage all documents related to Imports and Exports.
* Communicate with the internal departments within the Company and Banks and prepare internal MIS reports.

**Credit Manager –** Tata Motors Finance Ltd. India

* Accountable for the entire credit granting process, including the consistent application of a credit policy.
* Screened all proposals within agreed norms for TAT as per policy and complete in a timely submission of MIS.
* Provided periodic credit reviews of existing customers & the assessment of the creditworthiness of potential customers.
* Visited the market and meet the customers for the disbursement if the value is high.
* Assessed and fix the credit limit for the customer’s based on profile, banking, financials, field investigation report, deed-up and civil for all passenger car cases.
* Approved RACC cases and propose Non-RACC if negative and other deviation cases of passenger cars to Acm/Rcm
* Responsible for NPA management through analysis and follow-up of non-starter cases as well as cases falling into different brackets. Coordinated and activate Sales for early resolution of deferrals.
* Coordinated with vendors and ensure to adhere as per TAT by the agencies/sample checks on quality and integrity.

**Retail Asset Operations –** ICICI Bank Ltd. India

* Handled sanctioning & disbursement of Personal Loans. Conduct basic credit parameter, checking & auditing of the file.
* Administered the whole gamut related to receipt of pre-disbursement of file, audit, and disbursement of the file, storage of files and keeping the approved but not disbursed. Assisted in implementing operating procedures in line with company policies and procedures. Safeguard speedy resolution of queries and grievances to maximize client satisfaction levels.
* Initiated disbursement of cases and check daily disbursement reports. Ensure service support as per commitment and company policies. Coordinate with Central Credit Processing Agency.
* Ensured adherence to credit policies and procedures as per company guidelines and managed MIS reports.

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**Projects Undertaken:**

* Topic: Coverage improvement plan with Hindustan Coca-Cola marketing company Pvt. Ltd., Coimbatore
* Working Capital Management with Arch Pharma Labs Ltd., Mumbai

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**Certifications & I.T Skills**

* Certificate in Information Technology and Swift Jyoti – NIIT Technologies
* Certificate in TALLY – Aptech computer education
* Proficient in MS Office application (Word, Excel, PowerPoint, Outlook, Email application & Internet).

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| **PERSONAL DETAILS** |

Nationality : Indian

Marital Status : Married

Visa Status : Employment

Languages : English, Hindi, Malayalam, Tamil

Reference : Available Upon Request