**Laila** 

Nationality : Singaporean

Race : Indian

Religion : Muslim

Marital Status : Single

Email : laila.381308@2freemail.com

Availability : Immediate

**CAREER OBJECTIVE**

To obtain a challenging and rewarding career as a Administrator/Secretary/Operations that will leverage on my highly transferrable operational and administrative experiences. Seeking a work environment which affords opportunities to utilize well developed skills and competencies.

**PROFESSIONAL SUMMARY**

Qualified professional offering more than 16 years of workexperience, several years tenure in management, including a high-level position. Skills in Business Operations and General Business / Management Activities or Functions, with exposure to Bookkeeping, Office Management / Bookeeping Tasks. Have worked on fast paced environment and been supporting Senior Management.

Has a proven track record of performing beyond expectations and has the ability to proactively respond to anticipated issues and concerns. With well-developed communication and interpersonal skills which has facilitated excellent working relationships with professionals at all levels as well as clients. Fluent in oral and written English and Malay and speaks Mandarin.

Has excelled in handling multiple tasks while maintaining timetables and consistently applying problem solving and follow through skills. Able to work well under pressure and achieving excellent results in all tasks handled. A team player yet able to perform as an individual with minimum supervision. Highly adaptable and resilient, thriving on challenges.

**CORE COMPETENCIES**

* Operational and Administrative Support
* Supervision and Management
* Liaison and Coordination
* Records Keeping and Data Management
* Budget Planning
* Scheduling
* Communication Skills
* Interpersonal Skills
* Customer and Personal Service

**PROFESSIONAL HISTORY**

**Diamond Offshore Drilling Pte Ltd** • August 2013 to January 2017

Contracts & Marketing Executive

Reason for leaving : Retrenched

* Attending queries on EOI from clients for rig availability
* Liaising and networking with oil exploration company in South East Asia
* Preparation of presentation on power point
* Preparation of annual budget
* Preparation of weekly report to Houston office
* Organizing events such as conferences, seminars, receptions, entertainment & golf game
* Preparation of Monthly Incident Report for all rigs in Asia
* Expenses claim for Marketing Director and Manager
* Booking of Flight & Hotel
* Conducting market research such as customer questionnaires
* Monitoring competitor activity
* Arranging for the effective distribution of marketing materials
* Maintaining and updating customer databases
* Managing the production of marketing materials, including leaflets, posters, flyers, newsletters, enewsletters and DVDs
* Writing and proofreading copy
* Liaising with designers and printers
* Organizing photo shoots of rigs
* Supporting the marketing director & Manager and other colleagues in marketing department

**Eastport Maritime (S) Pte Ltd** • March 2011 to June 2013

Operations Executive

* Maintained close communications with terminal, agents and ship owners for updated vessel berthing schedules, stowage plans and load and discharge ports to facilitate on time and efficient cargo operations
* Provided prompt resolution to client identified problems through technical support and troubleshooting
* Collate relevant information from broker in charge and integrate such into weekly

 shipment reports

* Competently prepared relevant documents such as Commission Billing, Bill of

 Lading, Charter Party Agreements and various other reports and updates

* Provide charterer with loading and discharge documents including Time Sheet and Statement of Facts
* Verified accuracy of freight invoices and followed up on remittance status

**FR8 Singapore Pte Ltd** • February 2007 to Jan 2011

Operations Assistant

* Primarily responsible for the provision of high levels of operational support to the company and contribute to the smooth accomplishment of daily activities
* Oversee preparation and management of vessel itineraries to charter dailies
* Closely worked and coordinated with shipping agents to ensure on time and prompt accomplishment of activities
* Handled various financial matters such as calculation of operations, bunkering and demurrage costs
* Verified that relevant documents are appropriately signed by both charter parties and forward such to the company lawyer for filing and safekeeping
* Managed communications, opened, sorted and distributed all incoming correspondence including faxes and emails
* Developed and implemented effective filing system for each vessel resulting to an organized system
* Consistently ensured that all shipping agent invoices are in order
* Collaborate with the captain for smooth operations on loading and discharge activities
* Prepared important documentation such as Bill of Lading and Letter of Indemnity
* Maintained close communications with terminal, agents and ship owners for updated vessel berthing schedules, stowage plans and load and discharge ports to facilitate on time and efficient cargo operations
* Provided prompt resolution to client identified problems through technical support and troubleshooting
* Collate relevant information from broker in charge and integrate such into weekly shipment reports
* Competently prepared relevant documents such as Commission Billing, Bill of Lading, Charter Party Agreements and various other reports and updates
* Provide charterer with loading and discharge documents including Time Sheet and Statement of Facts
* Verified accuracy of freight invoices and followed up on remittance status

**Stellar Ship management Services P/L** • Jul 2000 to Dec 2006

Secretary/Operations Assistant

* Oversee the provision of reliable administrative support to the managers, port captain and superintendent; ensured the smooth operation of daily operational activities
* Monitored expenses and included recorded information to monthly expense reports ·Support meetings through recording and subsequent documentation of minutes ·Contributed to the preparation of the crew’s monthly salaries in close coordination with the Crew Manager
* Tasked with arranging travel arrangements including flight, hotel and restaurant when necessary for the Managing Director’s conference and business trips
* Provided Technical Superintended with assistance in the preparation of purchase orders and invoice verification
* Managed and maintained all correspondence with Londonbased insurance broker ·Established excellent professional relationships with the company’s vendors and suppliers ·Ensured that all ship’s certificates were up to date through close monitoring and evaluation
* Drafted charter agreements as per information gathered from charterers on time charter rates
* Oversaw monitoring of monthly operating costs and applied information to the preparation of annual budget for individual vessels
* Supported Port Captain’s activities in application for Oil Major’s Inspections

**EDUCATION**

Certificate in Business Studies, National Institute of Commerce

GCE “O” Level, Willow Avenue Secondary School

**OTHER COURSES**

• Shipping Familiarization with Shipping Terms & Maritime Jargon Tankers Operations Course • Demurrage Calculation Course

**COMPUTER SKILLS**

Excel, Powerpoint, MS Office

**LANGUAGE SPOKEN & WRITTEN**

Spoken : English, BahasaMelayu& Mandarin

Written : English &BahasaMelayu