

MAHIMA KHURANA

C-Level Executive Assistant
✈️ Travel-Visa Prodigy 🌐
Virtual-Personal Assistant

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📍 Al Furjan, Dubai 🇦🇪 UAE

🌐 <https://www.linkedin.com/in/mahima-k/>

Have dedicated my career to keeping executives and business owners organized, prioritized and less stressed. I practice a streamlined and intuitive approach to assistance. It rests on empathy, efficiency, and astute problem-solving. I'm a hyper-creative innovation enthusiast who incorporates both traits into my take on responsibilities, problem-solving, and function in the office. I take pride in representing CXO's professionally and with finesse.



Mahima Khurana

PERSONAL SKILLS

C-Level Executive Support	100%
CXO level engagement	100%
Diary Management	100%
Travel Management	100%
Decision Making	90%
Problem Solving	90%

AREAS OF EXPERTISE

Customer Relationship Management

Executive Administrative Assistance

Executive Calendar Management

Cross functional Collaboration

Administrative Management

Expense Management

Strategic Multi-Tasking

Analytical Skills

MS Office

WORK EXPERIENCE

Executive Assistant to Group CEO, COO & CTO

AntWorks DMCC, Dubai, United Arab Emirates

Aug 2017 - Nov 2020

- Manage and Execute a broad variety of administrative tasks for the CEO, COO & CTO
- Plan, coordinate and manage CXO's schedule, acting as a "gatekeeper" and "gateway" role, creating win-win situations for direct access to the CXO's time and office.
- Work closely and effectively with the CXO's to keep them well informed of upcoming commitments and responsibilities, following up appropriately accordingly to their calendar
- Successfully complete critical aspects of deliverables with a hands-on approach, including drafting acknowledgement letters and personal correspondence
- Prioritizes conflicting needs; handle matters proactively, and follow-through on projects to successful completion, often with deadline pressures
- Managing an extremely active calendar of appointments for the CXO's
- Completing travel/other expense claims and reports
- Arranging complex and detailed travel plans, itineraries, and agendas; and compiling documents for travel-related meetings.
- Coordinating end to end VISA requirements for various countries across the globe(including Visa pre-requisites, documentation, visa fee payments and appointments
- Coordinating corporate events

Admission Counsellor

Indraprastha International School, Noida, India

Jun 2016 - Jan 2017

- Experience in handling admission and other administration tasks of educational sector
- Possess written, verbal, interpersonal, and computer skills
- Ability to take decision independently and supervise work of admission department
- Experience in counselling students for admission, and promoting facility
- Excellent planning, organizational and multi-tasking skills
- Meeting students and parents for admissions and guiding them through the admission process
- Providing excellent customer service to prospective students and helping them through the entire admissions process
- Engaged in consultative dialogue with parents and students and satisfied their answers and queries
- Documenting, maintaining, and tracking applications of prospective students
- Created and edited marketing publications and coordinated with other school principals
- Maintaining student's files and database

Real Estate Administrative Assistant

Capri Reality Real Estate, Dubai, United Arab Emirates

Aug 2015 - May 2016

- Refresh status of properties to prioritize business proposition for prospective customers
- Daily & regular follow ups with on-field agents to determine sale turnover as per target assigned
- Calling prospective customers who have registered on dubizzle for property purposes
- Performing warm and cold calls for sale purpose
- Coordinating with prospective and existing customers for their real estate needs
- Sending attractive mailers to prospective and existing customers by providing USP's of offerings
- Finding new properties on dubizzle and coordinating with owner for renting and selling purposes

MOST PROUD OF

 **Creative Thinking, Effectiveness, Productivity**

 **Planning**
Analyzing Issues, Decision Making, Project Management, Strategic Planning

 **Team Work**
Collaboration, Delegation, Goal Setting, Group Leadership

LANGUAGES

English

Hindi

Quality Auditor

DishTV, Noida, India

Jun 2014 - May 2015

- Handling call monitoring for inbound, giving feedbacks for underperformers by identifying the gaps and developing an improvement plan for the same.
- Generating various clients' facings reports and analysis.
- Conducting internal calibrations.
- Providing feedback to the associates on their opportunity areas.
- Managing compliance, customer complaints, its effective resolution & making action plans for defaulters.
- Providing process training to the new coaches.
- Handling hiring calls for our outsource centers.
- Provide adequate measures to maximize customer satisfaction level.
- Providing process improvements ideas.

Marketing Specialist

The Candle DUX, Delhi, India

Aug 2007 - Jun 2010

- Determine the demand for products and ability to bring multiple potential customers.
- Understanding current and potential customers.
- Conducting market research to understand customers need.
- Setting up, stabilizing processes and ensuring smooth commencement of operations.
- Develop product positioning and messaging that differentiates the product in the market.
- Assign duties and set targets for departmental staff.
- Analyze market trends and identifying new business opportunities.

EDUCATION

Bachelors

University of Delhi, Delhi, India

Commerce

Vishwa Bharti Public School, Noida, India