

LILIAN OGOLA

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A resourceful, hard-working, and dedicated individual with outstanding administrative, operations and organizational skills and the ability to develop and implement new systems and procedures. Has excellent communication and IT skills and is quick to grasp and implement new ideas and concepts and keen to develop new skills and expertise. Able to work well both independently and as part of a team, demonstrating the motivation and multi-tasking abilities required to meet demanding deadlines whilst maintaining the highest of standards. Articulate, proactive, professional and confident with excellent interpersonal skills and can communicate concisely at all levels.

Core Competencies

Communication Strategies | Teamwork | Administrative and Organizational skills | Project Coordination | Operations Excellence | Team Leadership

Career Summary

IBM Middle East, Dubai, UAE

October 2019 – July 2020

Lead Executive Administrative Assistant – MEA Travel & Expenses Desk

- Leading a team of 5 Executive Assistants, located in Dubai and Egypt, supporting well over 100 senior Executives across the MEA region, remotely.
- Coordinated and Allocated work within the team
- Compiled Reports for the Global Manager on team workload and capacity
- Successfully reconciled conflicts and escalations that came up within the team and/or with those being supported.

IBM Middle East, Dubai, UAE

December 2018 – October 2019

Business Unit Support

- Successfully worked with various arms of the Business Unit including Operations, Finance and Project Leadership to compile reports and prepare meeting agendas from the various leaders in the Unit.
- Complex Travel Arrangement, Diary Management, Expenses for 4 high Level executives (Vice Presidents and Directors), travel planning and management including making sure all required visas, for future travel, are valid
- Working with senior IBM consultants on various needs and using my experience from previous project work to help them finalise their arrangements, presentations and meeting preparations.
- Schedule Board Meetings, and arrange meeting agendas
- Logistics and Event Management
- Liaise with various team members on behalf of senior management
- Monthly Business Unit Report preparation

IBM Middle East, Abu Dhabi, UAE

August 2016 – November 2018

PMO Coordinator

A valued member of the Project Management Office in a key IBM account in the MEA region. This account was worth US\$700m and with 500+ IBM employees working in a defined 80-20 offshore/onshore model.

- Resource Management - Onboarding and offboarding; Labour claiming, claim code creation and code violations
- Projects control review - escalation management, risks and issues, document control, audit preparation and adherence to all compliance regulations of IBM and the client.
- Communications Management - internal and formal client communications

- Learning & Development – collecting information on Internal and Client Training Needs and Requirements and making sure the needs are met.

IBM Middle East, Dubai, UAE

October 2010 – August 2016

Global Administrator - MEA

Delivered an effective and efficient service to senior IBM managers including VP's and Directors, while demonstrating superb organization skills at all times. Supported the Project VP from 2012 – 2016 and the Middle East legal team from 2011-2014. Support included:

- Diary management
- travel arrangements and logistics
- Team interaction and cooperation
- business visa applications
- expense management; and other ad hoc duties,

Alvarez & Marsal Middle East Limited, Dubai, UAE

February 2009 – October 2010

Office Manager

A leading, independent global professional services firm that specialises in Restructuring. Registered with the DIFC.

Responsible for a variety of Customer Service, Human Resource, Accounting, Administrative, Marketing & Communication, Office Management, and Other Administrative responsibilities.

- Onboarding and HR related matters for the Dubai office.
- Negotiated health insurance benefits for the Dubai office employees
- Visa and UAE labour related issues for employees and their families.
- Instrumental in helping with the logistics for major events held in various locations.
- Planned, coordinated and arranged meetings, interviews, and client presentations
- Procurement
- Communications Management within the region
- Facilities Management, including Lease agreements, negotiations and premise management
- Establish and maintain office management policies & procedures

Nakheel, PJSC. Dubai, UAE

September 2008 – January 2009

Contract Administrator

The position required professional communication with the intent of maximising customer satisfaction by providing consistent and accurate information.

- Compiled, Issued and walked property owners through what their contracts entailed before signing them.
- Followed up and kept property owners updated on the status of their contracts and their properties
- Monitored customer documentation and process to ensure legality and compliance
- Regularly compiled reports on status of contracts.

Emirates International Insurance Brokers, Dubai, UAE

May 2005 – August 2008

Senior Customer Service Executive

An insurance service provider dedicated to assisting clients make a conscious decision when purchasing a policy. The aim of the role was to help keep existing clients happy and work towards them renewing their contracts.

- Handled some of the biggest corporate clients in the company's portfolio
- Spearheaded weekly visits to clients to assess client needs with the aim of developing and maintaining a good working relationship
- Organised awareness sessions to help the clients understand the scope of their health coverage
- Designed the presentation template
- Constant Communication with both client and providers on claims, complains and other issues.

Prior to coming to the UAE, I had worked in Advertising Sales and Event Management.

Professional Development

Project Management, Online Orientation Course by IBM
Certificate in Social Psychology, Coursera

Education and Qualifications

B. A. in Political Science, Sociology and Economics Marathwada University, Aurangabad, India.

Personal Details

Gender:	Female
Marital Status:	Married
Languages:	English (Fluent/ Native)
Other:	UAE Drivers Licence