

Mona Liza Samson
050-8509760
Monalizak2007@gmail.com
Dubai, UAE



Office Administrator

Collaborative Office Administrator, driven and motivated to help organizations thrive. Skilled in prioritizing and completing tasks independently with 10+ years of experience

Summary

A competent office Administrator who enjoys taking the initiative and has an enterprising and creative way of working. Have a super organized personality and a common sense approach to problem solving. Can work well under pressure. As a team player willing to undertake tasks across the company that falls outside of her role's main remit. Monitoring office operations, enforcing office protocols and implementing new administrative systems.

Highlights

- Communication
- Prioritization and problem-solving.
- Organization and planning.
- Attention to detail.
- Leadership
- Interpersonal skills and respectfulness
- Professionalism and strong work ethic
- Anticipates Needs.
- Perseverance and motivation.
- Teamwork and collaboration

Career Experience

Office Administrator - (May 2018 to June 2020) Emirates NBD Bank, Dubai, UAE

Agile, Data Platform, Information Security & Technology Platform and Operations

- Providing exceptional administrative support to the CIO and selected senior management
- Handling incoming emails/telephone calls in confidentiality, direct correspondence and collate to the suitable person to obtain information required.
- Responsible for scheduling and managing the CIO's selected senior management's calendar, including prioritizing and resolving related conflicts, requiring coordination with both internal and external individuals.
- Performing of other duties as required and/or assigned within the Executive Management Team
- Support the onboarding and separation process for employees.
- Arranging NT ID / USER ID / Windows management approvals on empower for new joiners in the team.
- Distribute incoming mail
- Communicate with customers via phone and email.
- Liaising with Procurement for upcoming events in-line with the bank's policy.
- Liaising with clients, support team and other staff office administration management.

- Provide timely response and support to employee inquiries regarding policies, benefits and other HR related matters.
- Keep stock of office supplies and place order when necessary.
- Manage LPO's, price negotiations with office vendors and service providers.
- Plan in-house or off-site activities, like parties, celebrations and conferences
- Coordinate with IT department on all office equipment.
- EC500 Take and relay accurate and timely telephone messages and answer queries, where possible.
- Maintaining the office condition and arranging necessary repairs
- Manage Fire Drill Training and exercise for fire wardens to be coordinated with Security.

Service Delivery Assistant - (January 2012 to December 2017)

Dubai Multi Commodities Centre

- Performing Employment Visa related applications.
- Ensuring smooth liaison between DMCC clients and Govt. services department.
- Update sales force with the latest status received from immigration.
- Performing administrative duties and multi-tasking.
- Processing ID cards for DMCC clients.
- Correspondence with DMCC clients with regards to their queries and issues through emails.
- Contacting clients & informing them on family hold process. Arrange meetings between clients & DMCC PRO for smooth process.
- Verification of documentation submitted for visa process.
- Manage KYC and E-Sign Subscription
- Handling supervisor's duties in his absence.
- Correspondence with call center agents, regards to their queries and issues.
- Handling Visa related cases.
- Handling returned/ rejected applications from the immigration.
- Handling sales force queries.
- Approving letter / NOC's / and employment cards
- Handling establishment card processes.
- Processing refunds to the company's portal account for returned or rejected applications.
- Handling fines received from the immigration for various reasons for clients and deducting the same from their company accounts by creating miscellaneous service request.
- Monitoring dashboard on daily basis to keep smooth flow of visa processes.
- Maintaining & sending reports to security team for certain nationalities who require clearance for Visa Processes.
- Updating passports and uploading entry permits into the system once received from the immigration.

Temp. Department Coordinator – (April 2011 to September 2011)

DP World Head Office, Dubai, UAE

- Admin support to the Communications Department
- Coordination with Internal and External customers
- Media monitoring and analysis for distribution to all senior management.
- Manage agendas/travel arrangements/appointments etc.
- Assist colleagues whenever necessary
- Handling emails, and maintaining client's profiles.
- Auditor for daily news report. Which was taken from different news channel

**Back Office Support Administrator - (March 2010 to March 2011) Emirates NBD,
Dubai, UAE**

Asset Service Operations

- Providing customer services to the home loan clients.
- Updating daily MIS reports.
- Maintaining customer contacts.
- Handling emails, maintaining client's profiles.
- Data entry and related administration for the Asset services Dept.

Projects to Credit & Professional Trainings:

- Auditor for one of the sections in monthly DMCC newsletter.
- Updated & created new polies & procedures 2018. For service delivery team (5 different visa related services).
- Completed Fire Coordinators Workshop.
- Sales Force Task Management Project.
- Training course completed in business writing (October 2017)
- Anti-Money Laundry training course. (March 2016)
- Training course in Real power at work (October 2015)
- Training course in attention to detail (November 2014)
- HABC Level 2 Int'l Award in Emergency First Aid (February 2016)
- Completed Udemy online course on Productivity and Time Management (May 2019)
- Completed Udemy online course on Modern Productivity – Superhuman Focus In A Distracted World (June 2019)
- Completed Udemy online course on Effective use of Outlook 2010 (July 2019)

KEY SKILLS AND COMPETENCIES

Professional

- Ability to analyze and interpret factual information to solve straight forward problems.
- Ability to work to tight deadlines and under pressure.
- Can work well individually or as part of a team.
- Never being put off by interruptions.
- Having a mature outlook and a keen sense of responsibility.
- Strong commitment to equal opportunities.
- Able to manage her own workload.
- Planning employee events like leaving parties.

ACADEMIC QUALIFICATIONS

2002 – 2005: Successfully completed an Advanced Diploma Course in Applied Theology from FFMW, Miami, Florida, USA.

2019: Completed GED (American High School Diploma)