

Belinda Maya Monteiro

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● Profile Snapshot

- A broadly skilled and competent professional with over 24 years of expertise in providing administrative assistance to C-Suite level executives, recognized for resourcefulness, quick thinking and multi-tasking
- Efficaciously managed offices, facilitated guest visits and ensured timely and proper organization and execution of action plans
- Core strength lies in building healthy professional relationships with internal and external organizations to ensure smooth and timely execution of assigned tasks
- Expert at finding the best deals for hotels, travel, restaurant bookings, etc.; managed the budget and reimbursements in close coordination with the Finance Team
- Efficient in handling office administration, schedules, documentation and correspondence
- An effective planner, highly organized and collaborative, with proven communication, interpersonal, and negotiation skills

● Work Experience

MAICO GULF LLC, Al Ghail RAK | May 2009 – April 2021
Personal Assistant-MD



Growth Path:

Executive Secretary | May 2009-December 2010
Personal Assistant-MD | December 2010 – April 2021

Responsibilities:

Management of Schedule

- Maintained MD's daily calendar, scheduled appointments, meetings and events
- Attended meetings and took minutes as and when required and ensured appropriate follow through for action plans identified and handled correspondence with tight deadlines and ensured smooth day-to-day workflow
- Organized VIP guest factory visit and Board meeting and worked on their itinerary/agenda and made all the necessary arrangements

Administrative Support

- Acted as the MD's first point of contact and liaised with internal and external organizations
- Drafted correspondence, official letters, agendas, reports, and other documents such as business case proposals, internal memos and power point presentations
- Screened through telephone calls, enquiries and meeting requests. Negotiated with hotels to sign corporate deals for rooms and conference booking

● Skill Set

- Secretarial Functions
- Office Administration
- Calendar Management
- Travel Management
- Attention to detail
- Coordination & Liaison
- Customer Service
- Client Relationship Management
- Planning
Organizational & Time
Management

● Technical Skills

- Proficient in MS-Office (Word / Excel / PowerPoint)
- internet applications

● Academic Details

- Pre-University Education,
Bangalore Board-1996

Diplomas:

- Business Computing
- International Airlines Travel & Tourism

Travel Management

- Planned and organized the MD's & C-level Executive's travel itinerary including Business visa processing for various Countries, ticket, hotel, logistics booking and guest entertainment; ensured compliance with the company's business travel policy
- Handled restaurant reservations
- Prepared travel expense reimbursements and coordinated with Accounts team to file and assess travel expenses
- Ensured booking procedures are in adherence with the travel regulations

Office Management

- Responsible for the upkeep and maintenance of the Director's office; handled maintenance and supply of office equipment & facilities
- Implemented new office policies and upgraded existing procedures
- Struck beneficial deals with vendors for printing marketing materials including promotional items

Data Management

- Responsible for creating and maintaining data including filing, tracking and circulation; maintained integrity and confidentiality of data
- Managed incoming and outgoing communications and their distribution; gathered background information and prepared standard replies on behalf of the MD

Coordination

- Coordinated with cross-functional teams like accounts, marketing, technical, procurement and operations; built professional relationships with them to ensure smooth and timely delivery of set action plans
- Liaised with external organizations; maintained vendor relations through effective communication

Highlights:

- Recognized as the Best Employee in 2019
- Built and maintained a comprehensive & systematic filing system for easy retrieval of documents
- Displayed excellent negotiation skills by striking cost effective deals with vendors for various purposes including travel, hotels, events, marketing campaigns, etc.
- Acknowledged for simultaneously managing multiple high priority tasks with efficiency and accuracy within strict deadlines

Nakheel Asset Management, Dubai | January 2008 – April 2009

Administration Assistant – Community Management



Responsibilities:

- Played a key role in assisting customers with Land Use and Compliance application process
- Advised customers on processes, received and processed applications, prepared approval packages
- Guided customers on the required documents, drawings and the requests for CD's
- Prepared business correspondence meeting schedules; made appointments for the Senior Community Manager and the division
- Ensured accurate filing and maintenance of community management data; scanned and filed (hard & soft copy) applications as well as approvals and refusals
- Provided administrative support; managed correspondence by liaising with the mail room and customer relations staff
- Stayed up-to-date with knowledge of products and services to ensure customized service and timely delivery

Dar Al-Adalah (Advocates & Legal Consultants), Dubai | September 2001 – December 2007

Secretary



Responsibilities:

- Exercised and maintained strict confidentiality of all the documents and communications
- Maintained documents such as court diary, interaction and coordination with clients, translation of court hearings from Arabic to English from concerned Lawyers
- Acted as the first point of contact; managed calendar schedule of the Senior Advocate and made appointments
- Addressed and handled correspondence; updated clients on case statuses, interpreted and explained the established policy and procedures
- Prepared documentation required for submission to Court; created and maintained documentation including client database, payment follow ups, MOM, and other documents
- Worked on special projects, gathered sensitive and confidential information
- Provided efficient telecommunications services and exercised diplomacy, resourcefulness and tact in managing the office

● Previous Experience

The Atria Hotel, India | February 2001 – July 2001 | Secretary to Chief Executive Officer / GM

In-Land Real Estate, India | December 1998 – August 2000 | Receptionist / Office Assistant

V-Lead Marketing & Services, India | July 1997 – September 1998 | Marketing Coordinator