



AUDREY DESOUSA

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Visa Status: UAE Residence (Husband's Sponsorship), Languages: English, Hindi.
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Meticulous **EA/Head of Client Services/Office Manager** with a demonstrated history of working in **Commercial Real Estate, Banking, Travel, Finance, Insurance and Retail**. Skilled in negotiation, business planning, sales, management, risk management, human resources and event planning. Adept at juggling multiple priorities and delivering customer centric outcomes. Strong management professional with exceptional communication skills at all stakeholder levels. Looking for a further role within Dubai to utilize management and project skills to the benefit of a growing organization.

EDUCATION/QUALIFICATIONS

- **Bachelor of Arts** - Goa University College, Goa, India - 1996.
- **Diploma in Dbase III+**, Proficient in MS Office - PowerPoint, Excel, Word, Access, Operating Systems - MS Office, Windows ME, Windows XP - Oct 1995.
- **English Shorthand** - Kamat's, Accountancy Training Institute, Goa, India - Mar 1994.
- **English Typewriting** - Kamat's, Accountancy Training Institute, Goa, India - Nov 1993.

KEY SKILLS/ACCOMPLISHMENTS

- **Customer Relations** - Using enhanced communication skills, earned the highest marks for customer satisfaction, company-wide.
- **Conflict Resolution** - Management of customer account enquiries, providing accurate information to ensure swift resolution of product/service complaints and customer satisfaction.
- **Product Promotion** - Ethically upselling products and motivating customers to upgrade current product plans to plans that would be more suitable for their needs and in line with the most current options available.
- **Event Planning** - Successfully planning and delivering multiple corporate meetings, lunches and special events for groups of 100+ employees.
- **Management Support** – Providing key support to CEO level and senior executive teams ensuring smooth operational performance.
- **Human Resources/Staff Supervision** – HR responsibilities in Dubai, UK and Shanghai, recorded employee benefits, salaries and appraisal information. Supervised team of six staff members.
- **Training** - Training all new employees to ensure continued quality of customer service/experience and that corporate values were understood and prevalent in all customer interactions.

CAREER HISTORY

HEAD OF CLIENT SERVICES/OFFICE MANAGER/EA TO THE CEO/FOUNDER
Workspace Commerce DMCC (AKA WSC/NAO Group)

Jan 2017 – till date

- Management of the working and launch of all new buildings/products within Dubai, UK, Gibraltar and Shanghai. Managed the end to end office relocation.
- Handled all clientele/investors portfolios for 300+ clients.
- Directed coordination with Agents and sub-agents to sell and promote our products.
- Handled all tasks for new and existing investors including:
 - Supervision of checks on all applications received and conducting DD checks.
 - Ensured funds were received in full from investors.
 - Coordinated with Banks in the UK to ensure funds were received from investors.
 - Coordinated and delivered Welcome Packs and supervised all correspondence with investors.
- Managed dividends paid to the investors, liaised with the Banks in the UK for all payments.
- Dealt with all client/investor complaints with a 24 hour turnaround time.
- Custodian of all Workspace Commerce DMCC assets and DMCC documentation.

- Liaised closely with the Senior Management team with regards to WSC restructuring process.
- In charge of all Workspace Commerce DMCC administration expenses and logistics.
- Appointed new staff and dealt directly with DMCC for all hiring process and staff requirements.
- Implemented all HR policies and processes for staff in Dubai, UK and Shanghai.
- Managed and coordinated all building and office requirements within Dubai, UK and Shanghai.

**OFFICE MANAGER/EA TO THE CEO,
Dubai Group (a member of Dubai Holding)**

Jan 2011 – Dec 2013

In charge of rationalizing all DG corporate premises, including:

- Relocation of office premises, sale and purchase of furniture, ICT equipment's, etc.
- Transmission of office premises to the landlord.
- Negotiated with suppliers for best deals in the best interest of DG, negotiated renewal of all service contracts, etc.
- Custodian of all DG assets and managing all DG documentation, expenses and logistics.
- Liaised with the Senior Management team with regards to DG restructuring process.
- Prepared documentation for all confidential meetings, board meetings and external meetings.
- Executed all inbound and outbound travel arrangements.
- Attended board meetings, prepare agendas. Member of the Asset Management Committee.

**OFFICE MANAGER/EXECUTIVE ASSISTANT TO THE CEO,
Dubai Group (a member of Dubai Holding)**

Mar 2009 – Jan 2011

- Supervised large administrative staff for relocation.
- Handled closing and relocation of Group company offices within Dubai.
- Liaison with Government offices/landlords/building management for office closures.
- Appointment of vendors for smooth transition of office relocation.
- Verified and tracked project deadlines to facilitate smooth workflow and keep inventory of all assets.

Executive Assistant responsibilities included:

- Acted as a screen for the CEO and made decisions according to delegated authority.
- Ensured distribution of Board packs and follow up on issues of concern before the next meeting.
- Maintained a hectic diary and coordinating all his commitments with planning and foresight.
- Prepared itinerary/travel related booking, hotels, visas etc. for the CEO and senior managers.
- Managed CEO's personal: banks accounts, credit cards, housing issues, family member's needs, including family travel, hotel reservations, visas, children 's school, extra curriculum activities, etc.
- Managed implementation of projects or assignments undertaken by the CEO to ensure that plans were adhered to and necessary coordination was done for smooth workflow.
- Filed, archived/retrieved data to provide ready information to managers within Dubai Group.
- Managed logistical and administrative functions. Prepared business correspondence independently.
- Handled petty cash for the CEO's department up to AED 10,000 for day to day office expenses.

**OFFICE MANAGER/CEO EXECUTIVE ASSISTANT,
Dubai Insurance Group (member of Dubai Group)**

July 2008 – Mar 2009

- Handled relocation of office set up to temporary premises and then to permanent premises.
- Liaised with external companies for fit out works and quotes in the best interest of DG.
- Directed negotiations with vendors for furniture, software, office consumables, contract staff.
- Controlled inventory and ordered new supplies.
- Verified and tracked all project deadlines to facilitate smooth workflow.
- Liaised with Government offices for permissions (DEWA, Fire, etc.).
- Managed projects/assignments undertaken by the CEO ensuring plans were adhered to.
- Prepared business correspondence independently or based on direction given by the CEO.

- Maintained a hectic diary and coordinated all his commitments with planning and foresight.
- Prepared itinerary/travel, accommodation, visas for the CEO and Executive Managers as required.
- Managed CEO's needs such as, banks accounts, credit cards, housing issues, as well as family travel, hotel reservations, visas, children's school, extra curriculum activities, etc.
- Managed HR related issues, namely new recruitment, preparing job descriptions, maintaining attendance records, leave plans, etc. until the HR section was set up and fully functioning.
- Handled administration and petty cash up to AED 5,000 to ensure smooth running of office activities.
- Filed, archived and retrieved information to provide information to managers within Dubai Group.
- Managed logistical and administrative functions i.e. schedules, rosters, inventory/supplies, data security, etc. to facilitate work processes and decision making within the department.

**PERSONAL ASSISTANT TO THE CEO,
NBD Securities (now Emirates NBD)**

Sep 2005 – Jul 2008

- Acted as a screen for the CEO and made decisions according to delegated authority
- Managed and implemented projects undertaken by the CEO to ensure plans were adhered to and necessary coordination was carried out.
- Independently handled key client accounts (including all correspondence, orders, complaints, etc.).
- Organised and attended meetings, including compiling all documents and reports ahead of time.
- Filed paperwork and organised computer-based information. Managed filing and office systems.
- Compiled annual recommendations for end of financial year budgets.
- Coordinated events and worked on ad hoc projects.
- Prepared meeting minutes and edited sub-contractor proposals, project snagging list, transmittals and memorandums for organisational support.
- Oversaw inventory and office supply purchases.
- Composed and drafted all outgoing correspondence and reports for the CEO.
- Planned and executed all aspects of the office move. Oversaw daily office operations for 50 employees.

EARLY CAREER

EXECUTIVE ASSISTANT TO HEAD OF CARDS BUSINESS, National Bank of Dubai (now Emirates NBD) **Dec 2002 – Sep 2005**

EXECUTIVE SECRETARY TO THE DIRECTOR AND MD, Sharaf Travel LLC.

Jan 2000 – Dec 2002

SALES EXECUTIVE, Great Western Trading Co.

Apr 1998 – Jan 2000

TRAINING PROGRAMS/SEMINARS ATTENDED

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| June 2011 | - | Maximizing Board Effectiveness and Compliance with Technology (Dubai, UAE). |
| Dec 2006 | - | Customer Service on the Telephone (Dubai, UAE). |
| Sept 2006 | - | Service Plus Program (Dubai, UAE). |
| Jan 2006 | - | MS Access (Dubai, UAE). |
| July 2005 | - | Intermediate MS Excel, PowerPoint (Dubai, UAE). |
| Jan 2005 | - | Writing Skills (Dubai, UAE). |
| June 2004 | - | 7 Habits of Highly Effective People (Dubai, UAE). |
| Jan 2004 | - | Intermediate MS Word (Dubai, UAE). |
| Dec 2000 | - | Ticketing & Reservations Course with Galileo (Dubai, UAE). |