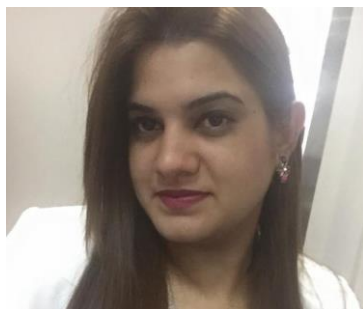


# HARLEEN KAUR

Secretarial, Administrative & Logistics Professional

Flat No 523, Mazaya 33  
Gate 1, Liwan, Dubai, UAE  
Cell : +971 55 8639282  
Email: leenz26@gmail.com

## CORE COMPETENCIES



## CAREER PROFILE

- Excellent track record for positions in supply chain, logistics, administration and Secretarial functions.
- Extensive cross-functional expertise in administration & Logistics.
- Proven ability in customer service with strong after sales support.
- Demonstrated skill in executing timely logistics activities like order fulfilment and forecasting.
- Highly recognized and capable for analysing data, and generating MIS reports for decision making.
- Experienced in various supply chain functions like Forecasting, order fulfilment, order deliveries and customer returns.
- Well know and rewarded for utmost work ethics.

- Secretarial skills
- Customer Service Support
- Sales Co-ordination
- Documentation
- Executive meeting support
- Executive Travel arrangements
- Client Relationship management
- Business Writing
- Organizational event management
- Training and Development
- Logistics and supply chain
- Tracking and managing office expense
- Strong after sales skills
- New employee recruitment.

## PROFESSIONAL EXPERIENCE

**EXECUTIVE SECRETARY TO CHAIRMAN & LOGISTICS EXECUTIVE**  
**NEWBY TEAS (N. SETHIA GROUP OF INTERNATIONAL COMPANIES), Dubai, UAE**  
**Oct-2016 TO Mar-2020**

- Maintaining Chairman's calendar for appointments, travel and meetings
  - Recording efficient system for filing the relevant, critical and confidential documents and data of Chairman .
  - Dealing with incoming email, highlight urgent correspondence on behalf of Chairman.
  - Organizing visa, ticket and travel arrangements of Chairman and family
  - Co-ordinating with aircraft handlers
  - Organizing and maintaining Chairman's diaries, electronic and paper, booking appointments and sending out as reminders to keep him on track.
  - Shorthand dictation notes
  - Maintaining employee records and timely update the same in case of any changes/amendments.
  - Maintain employee confidence and protecting operations by keeping HR information confidential.
  - Providing payroll information by collecting time and attendance records
  - Providing secretarial support by managing End-To-End task of the Chairman.
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- Coordinating and monitoring supply chain operations
  - Process LPOs and prepare Sales orders on Peach Tree ERP
  - Prepare Invoices and coordinate with Warehouse for deliveries
  - Arrange transportation, schedule vehicles for order fulfillment in line with customer demand.
  - Monitor outbound logistics throughout the order fulfilment and transportation cycle to make sure established deadlines are met.
  - Customer service before and after deliveries.
  - Maintain Statement of Accounts and follow up for payments.
  - Coordinate with Transport team for cheque collections for Accounts receivables.
  - Prepare and share accurate sales reports for senior management.
  - Keep logs and records of warehouse Inventory, Delivery schedules and fulfilled orders.
  - Planning and forecasting for inventory for future demand.
  - Carrying out regular Inventory count.
  - Accounts receivable entries in system and reconciliation.
  - Manage petty cash and update the accounts team.
  - Collaborate/ Assist with external auditors as required.

## FORMAL EDUCATION

### Higher Diploma

*Aviation & Hospitality  
Management*  
Air Hostess Academy  
New Delhi, India

### Qualified 'A' Levels

*National Open School*  
New Delhi, India

### Qualified 'O' Levels

*General Certification of English  
Examination (G.C.E)*

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## Certification

### IELTS Certification

*AUSSI*  
Australian Institute

### WSET Level 1 Award

*Wine & Spirits Education Trust Ltd*

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## TECHNICAL SKILLS

### ERP APPLICATION

- JDEdwards
- SAGE 50 Accounting
- Peach Tree Accounting

### APPLICATION Softwares

- MS-Office (Complete package)

### Operating Systems

- Win 98/2000/XP/Vista/8
- SAGE 50 Accounting
- Peach Tree Accounting

### Other Concepts

- Management Information System
- Internet Based research
- Coral Draw.

## EXECUTIVE SECRETARY & ADMINISTRATION (SALES COORDINATION)

*AFRICAN & EASTERN (NE) LLC, ABU DHABI, UAE*

*Dec-2013 TO Mar-2016*

- Providing administrative and secretarial service to Senior Management Level i.e Regional General Manager of Abu Dhabi and Northern Emirates and to the HR General Manager in Dubai.
- Responsible for handling overall HR & Admin related work for African & Eastern, Abu Dhabi.
- Handling employee documents such as passport, educational certificates, labour card etc.
- Assisting Central HR Team for all HR related work for Abu Dhabi region.
- Maintaining employee records and timely update the same in case of any changes/amendments
- Maintain employee confidence and protecting operations by keeping HR information confidential.
- Coordinating and arranging WSET training programs for Company employees and customers
- Providing payroll information by collecting time and attendance records
- Providing secretarial support by entering, formatting and printing information, organizing work, answering telephone, relaying message, maintaining office equipment and supplies
- Maintaining General Manager's calendar for appointments, travel and meetings
- Preparing and executing Minutes of the Meetings
- Sales coordination with SOP processing team in Dubai for processing all sales orders, LPOs and recovery backups.
- Maintaining excel sheets for all orders and preparing financial credit notes and CGRNs.
- Handle correspondences and filing system of records and references.
- Work within agreed service levels, striving to exceed customer expectations wherever possible.
- Coordinating with Supply chain team for stock replenishment and OOS items.
- Coordinating with WH & Logistics team for all the customer delivery related issues.

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## ACCOUNTS EXECUTIVE

*SECURE INSURANCE BROKERS, ABU DHABI, UAE*

*Jul-2012 TO Sep-2013*

- Maintain Customer focus at all times and respond to customers' enquiries (e-mails phone and fax) using the Best Practice guidelines.
- Work within agreed service levels, striving to exceed customer expectations wherever possible.
- Assist Team Manager and management with any special projects assigned and provide backup to team manager when necessary
- Mentoring and developing new staff to meet customer service requirements. Assisting team with day to day operations
- Maintain professional working relationship with internal and external customers, customer service management and colleagues
- Supports decisions made by Management and conveys positively to team members and other C/S locations.
- Perform quality assurance on work processed.
- Analyse quotations, prepare comparison sheets, release and dispatch of endorsements/invoices to clients.
- Set benchmark as part of a team to achieve individual, team and departmental objectives, sharing knowledge and skills as appropriate.
- Provide flexible support for team members and other teams and foster a positive and a motivating environment.
- Assist in documenting any requirements information and process maps clearly and to the agreed standards.

## TECHNICAL SKILLS

### ERP APPLICATION

- JDEdwards
- SAGE 50 Accounting
- Peach Tree Accounting

### APPLICATION Softwares

- MS-Office (Complete package)

### Operating Systems

- Win 98/2000/XP/Vista/8
- SAGE 50 Accounting
- Peach Tree Accounting

### Other Concepts

- Management Information System
- Internet Based research
- Coral Draw.
- Multimedia

### CABIN ATTENDANT

*INDIGO AIRLINES, NEW DELHI, INDIA*

**2008 – 2011**

### EXECUTIVE SECRETARY TO BRANCH MANAGER & CLERK,

*BANK OF INDIA, KENYA*

**2006 – 2007**

### CUSTOMER CARE EXECUTIVE

*BPO INDUSTRY, GURGOAN, India*

**2005 - 2006**

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### Additional information

**Date of Birth:** 26-April-1985  
**Languages:** English, Punjabi, Hindi, Kiswahili  
**Marital Status:** Married.  
**Driving License:** Valid UAE driving license.

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