

Mamtha D'souza

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Professional Summary:

Experienced Office Management and Administration Professional with 18yrs of experience optimizing productivity, efficiency and service quality across various environment and supporting work of high-achieving Executives. Track record supporting professional needs with well-organized precision. Sophisticated and graceful in managing high-volume workloads in rapidly changing environments.

Skills

<ul style="list-style-type: none">• Office Administration• Documentation and reporting• Master calendar management• Travel coordination	<ul style="list-style-type: none">• Multi-line phone proficiency• 62WPM typing speed• Schedule Management• Database administration
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Work History

ADMINISTRATOR CUM SECRETARY (FEB 2021 – MAR 2021)

Alpha Technical Middle East, Sharjah

Proven Job Roles:

Reporting to Chairman & Director
Initiating New License procedures of DED Mainland
Responsible for overall administration of the office
Maintaining of Accounts
Liaising with Bank
Initiating of New Bank accounts
Review and finalize tentative office locations
Preparing MIS reports
Recruiting staff.

EXECUTIVE SECRETARY (JUNE 2002 – MAY 2019)

Harco Marketing & Trading, Jebel Ali Free Zone, UAE.

Proven Job Roles:

Handled effective administration of the entire office.
Worked closely with top management to maintain optimum levels of communication to effectively and efficiently complete projects, initiate new projects assist in various processes. Arranged successful conferences, including associated travel for all attendees, facilities and support services
Interacted with vendors, and professional services personnel to receive orders, direct activities and communicate instructions.
Maintained office supplies inventory by checking stock and ordering new supplies as needed. Enhanced collaboration between team members by preparing meeting materials and talking

clear notes to distribute to stakeholders
Kept physical files and digitized records organized for easy updating and retrieval by authorized team members
Organized international and domestic travel arrangements for up to 15 staff members, including all transportation and hotel stays.
Applied customer feedback to develop process improvements and support long-term business needs.
Conducted monthly inventories of raw materials and components on work floor.

SECRETARY CUM SALES COORDINATOR (APRIL 2000 - APRIL 2002)

United Fire Protection, Sharjah, UAE

Proven Job Roles

Developed team communications and information for meetings.
Increased customer satisfaction by resolving product issues.
Handled day-to-day running of Administration, ensuring high levels of productivity and progression.
Used Microsoft Word and other software tools to create documents and other communications.
Prepared a variety of different written communications, reports and documents to ensure smooth operations.
Proved successful working within tight deadlines and fast-paced atmosphere.
Delivered shipments to customer locations within specific timeframes.
Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
Served customers in a friendly, efficient manner following outlined steps of service.
Created spreadsheets using Microsoft Excel for daily, weekly and monthly reporting.

FRONT OFFICE EXECUTIVE

United Medical Centre, India (Jan 1998 – Dec 1999)

Proven Job Roles

Answered multi-line phone system with 19 lines and 180 extension and transferred callers to appropriate department or staff member.
Opened and properly distributed incoming mail to promote quicker response to client inquiries.
Prepared packages for shipment, pickup and courier services for prompt delivery to customers.
Produced highly accurate internal and external letters and memoranda.
Increased office efficiency by modernizing document organization systems and effectively implementing database solutions.
Liaised between clients and vendors and maintained effective lines of communication.
Maintained office supplies inventory by checking stock and ordering new supplies as needed.

SECRETARY

Reliable Finance & Investments (Nov 1995 – Dec 1997)

Proven Job Roles

Perform administrative tasks and assisting the management by organizing, planning and prioritizing

Monitoring stocks of stamps, stationery, printing material and supplies.

Handling petty cash, postal stamps

Communicate with supervisors, peers, or subordinates.

QUALIFICATION

Business Administrator

2007 - 2007

Career Institute Dubai, accredited by Halifax College London. UK

Bachelors of Arts

1993 - 1996

St Aloysius College – India

Diploma in Secretarial Management

1990 - 1991

Balmatta Institute of Language and Vocational Studies, India

Diploma in Telephone Operation and Receptionist

Duties Diploma in Computer Applications

Diploma in Typewriting with 62 W.P.M

Diploma in Computer Application

Personal Details

Nationality : Indian

Marital Status : Married

Driving License : Valid UAE Light Vehicle

Visa Status : Visit visa valid till 18 October

Languages : English, Hindi, Kannada

Co-Curricular Activities & Achievement

Participated in Personality Development programs & Training

Attended Transactional Analysis workshop

Work shop on Toast Masters

Reference : Furnished promptly upon request.