

SONIA CARVALHO SANTAMARIA



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Location : Dubai, UAE

Summary

An accomplished executive assistant to senior management with over 16 years of successful experience developed across administrative and HR support functions for multinational organizations in the aviation, retail and telecommunication industries.

Skills Inventory

- Superb customer focus, excellent organizational and time management skills.
- Passionate, Adept at teamwork, Strong oral and written communication skills
- Strong experience with SAP, Oracle and budgeting platforms alongside MS Office.
- Proven track record of demonstrating tact, Integrity, discretion and diplomacy.
- Skilled at reporting, diary management and record keeping.
- Ability to work in a fast paced, quickly changing environment

Professional Experience

Bombardier Commercial Aircraft (DAFZA Dubai, UAE) February 2017 - August 2020

Executive Assistant to Vice President Sales – MEA and Supporting the Sales and Marketing Team

- Ensured compliance of the MEA sales & marketing team while all deadlines related to the governance of the group are adhered to.
- Managed effective budget tracking, Petty cash, reconciled diners & Amex for the entire team,
- Compiled expense reports on consur solutions, weekly sales reports and other monthly reports.
- Responded to requests for information, scheduled meetings, prepared the necessary documentation and ensured follow-up actions.
- Monitored vice president's email to ensure prompt response to requests to both internal stakeholders as well as external clients.
- Organized the vice president's agenda according to daily priorities.
- Prepared travel itineraries, arranged reservations for the VP and the team.
- Slashed travel costs to 30% by negotiating pricing and fees, while ensuring the continuation and enhancements of services.
- Maintained contacts with various direct reports to the vice president, as well as members of the senior management.
- Managed access to multiple directories and software platforms for all regional sales team.
- Managed and ordered office supplies; monitored timesheets and vacation planner.
- Successfully coordinated events, conferences, presentations, tradeshow and airshows.
- Participated in the deployment of the achieving excellence system.

Crocs Middle East FZE (Dubai, UAE) July 2009 - Dec 2016

Personal Assistant to VP, Office Manager, and Senior HR Officer- MEAI - Jan 2012 - Dec 2016

- Managed vice president's email and supported with a wide variety of tasks.
- Organized the business agenda and travel plans for the VP and the team.
- Responsible for setting up all strategic meetings with distributors and partners.

- Maintained the HR filing system and handled sensitive information related to employee relations, change management, performance & appraisals, confidential information and other sensitive HR-related matters.
- Annual medical insurance for staff, Post office renewals and sorting mails.
- Followed procedures and documentation during recruitment, terminations, induction procedures, HR policies, performing background checks.
- Scheduling interviews working directly with candidates and hiring managers, arranged logistics for candidates from overseas.
- Created, routed & processed written and verbal correspondence while exercising a high degree of discretion and confidentiality.
- Tracking recruiting activities and providing candidate status reports
- Managed attendance log and vacation leaves of employees. Door access controls.

Office Manager and HR Assistant - Jul 2009 - Dec 2011

- Prepared correspondence for counterparts, offices and agencies.
- Generated purchase orders through SAP for all departmental purchases including flights, IT equipments, stationery etc and coordinated with finance for payment processing.
- Arranged for logistics and negotiated competitive rates including flight bookings, hotel reservations and vehicle arrangement for staff, visitors/partners.
- Coordinated with PRO and completing all the necessary documentation required for visa processing.
- Organized and assisted with events' management. Cater refreshments.

Service City (Dubai, UAE) March 2003 - May 2009

Office Administrative Assistant

- Assisted the GM with assigned tasks, meetings and event arrangements.
- Office management - provided general secretarial / admin support to senior managers.
- High impact communicator effectively presenting and conveying information through written and verbal contact with customers, team members, and top-tier executives.
- Maintained personal files for employees and other confidential documents.
- Hospitality management & handling of office expenses under the approval of the GM.
- Tracked office supply inventory and approved supply orders while assisting in maintaining files and databases.
- Job cards for phones and daily excel reports.

Education

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| Rosary College | Bachelor of Arts (Undergraduate) |
| Rosary Higher Secondary | 11 th & 12 th Grade (Arts) |
| Regina Martyrum High School | 10 th Grade |
| • Eminent Institute: | Certificate in Human Resource Management Course, Dubai |
| • Atlas Institute: | Certificate in Secretarial Course, Dubai |
| • Aptec Institute: | Certificate in Computer Course, India |

Personal Information

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| Nationality: Indian | Languages: English, Hindi and Konkani | Civil Status: Married |
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References

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| Mr. Jean-Paul Boutibou | - Vice President, Bombardier Commercial Aircraft/Mitsubishi Heavy Industries |
| Mr. Florent Bailly | - Vice President, Crocs MEA, SEA & India |
| Dr. Imed Ben Abdallah | - Sales Director, Airbus MEA |

Contact details of references will be provided upon request.