

Jane Noronha

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OBJECTIVE

Professional and result driven Office Manager and Personal Assistant / Secretary with more than 20 years of work experience with multi - national companies in the U.A.E. with HR, administrative, financial and sales experience. Managed office and HR matters solely without supervision. Come up with cost cutting measures. I seek a position in a challenging work environment where I can showcase my skills while I continue to grow and further develop and become a valuable asset to the firm. My key strengths are:

- Confident with a calm demeanor and able to work in a highly stressed work environment, manage busy workloads, multi - task, maintain confidentiality at all times and flexible when required.
- Key Skills: Dedicated and honest. Organizational and planning skills, Communication skills, Problem analysis and solving skills, entrepreneur qualities, Judgment and decision-making ability, initiative, attention to detail and accuracy, Adaptability. Friendly with a professional demeanor and tough when necessary. Adherence to compliance matters.

PROFESSIONAL EXPERIENCE

ThyssenKrupp AG

March 2005 till date

Group company of the thyssenkrupp group

Executive Assistant /Personal Assistant

- Personal dinner bookings, surprise bouquets, party organizing for special occasions and all ad hoc requests.
- Managed the maid's salary and personal banking for the CEO. Personal car renewals, driver's license renewals, personal banking such as deposit cash on his behalf, check apartment before move in and when it was vacated. Make sure all documents were in order. Handled all original documents and kept digital as well as physical copies of the same.
- Sold cars on the manager's behalf. And handled all ad hoc request as and when necessary.
- Ensure timely renewals of trade license, personnel labour contracts/visas, office lease and car registration, etc. New employee management to make sure they are given all the amenities including agreements, visas, car lease, laptop, mobile, set up their emails in accordance with the company.
- Execution of expense reports for the Senior management
- Efficiently provide secretarial services professionally. All office duties such as screening calls, handling enquirers efficiently and effectively, coordinating sales, scheduling meetings in the UAE and overseas, filing, undertaking research for projects, administrative duties, Branch office accounting and all other office related responsibilities
- Identify vendors to evaluate and analyze supply performance and financial factors to create contracts.
- Prepare and review internal & external memos, reports, proposals e-mails, letters and presentations.
- Completed compliance trainings and convey the same while initiating onboarding of new employees.
- Train new employees on expense reimbursements rules and regulations and policy guidelines.
- Maintain complex travel itinerary as well as calendars and prioritize important meeting.
- Coordinate and manage group hotel arrangements, transfers, rental cars for colleagues /delegates visiting Dubai or other regions abroad and the MENA Region.
- Coordinate with other regional CEO's and CFO's for their availability and schedule meetings accordingly.
- Managed the team's requirements for travels, vacations, HR data due to shortage / sudden lack of staff.
- Arrange events within the region for regional conferences and events.
- Negotiate event rates and delegate fees for delegates from overseas and locally. Book conference and meeting rooms well before the due dates.
- Keep a track that employees follow the policy for IT equipment, travel claims as well as vacation requests.
- Assist in Video calls with other regions as well as WebEx/ Teams meetings.
- Maintain confidential data / information on behalf of the management.
- Visit and meet clients. Attend conferences in order to build network.
- Co - ordinate with clients and solve their grievances. Follow up on payments.
- Keep record of the orders and maintain files
- Effectively self - correspond on behalf of the company in respect to submission of tender documents, preparation of sealed bids and requesting for bid due date extensions. Correspond on behalf of the management whenever required as well as follow – up on projects.

- Independently submit quotations to clients on behalf of the Head Office before due date and prompt follow ups to ensure quotations received on time. Maintaining an up to date list of enquiries received, order data maintenance.
- Introducing the company and its products and ensuring long term business relations.
- Efficient liaising and organization of hotel reservations / travel requirements for my boss as well as visiting senior officers from Head Office, including visitors from overseas.
- Prompt attention to client enquiries by directing them to relevant departments at Head Office and following up to ensure appropriate action undertaken from receipt of enquiry, to provision of quotations and finally to actualization of the order.

ALSTOM (Representative Office)

January 2004 - December 2005

Alstom is a global leader in equipment and services for power generation and rail transport with H.O in France

Executive Secretary to the Business Development Manager

- Efficiently provided secretarial services, professionally managed and attended to incoming telephone calls/enquiries and independently prepared Oil & Gas monthly reports on behalf of the Business Development Manager
- Competently corresponded with external parties in respect to submission of tender documents, preparation of sealed bids and requests for extensions for bid due dates.
- Gained excellent working knowledge of business email software - Lotus Notes.
- Provided outstanding executive assistance to Country President for Alstom when requested
- Successfully coordinated and managed group hotel arrangements for Alstom employees /delegates visiting Dubai.

Al Tamimi & Company (Dubai Office)

November 2002 - January 2004

One of the largest law firms in the UAE

Administrative Assistant

- Managed a very busy front desk and phone system (over hundred employees), conveyed accurate messages promptly and coordinated and maintained log book for meeting rooms for clients/lawyers.
- Professionally dealt with incoming and outgoing couriers
- Diligently screened incoming client enquiries and directed to the appropriate department / lawyer.
- Efficiently managed entire organization's staff roster and assisted and coordinated with the Human Resource Department in respect to HR related issues.
- Independently coordinated travel arrangements, hotel bookings for visiting guests, facilitated hospitality arrangements for in house management meetings/staff birthdays and other celebratory occasions.

I.M.A (Dubai)

October 2000 - July 2002

Provides complete logistical service to all it's customers with consistency & proficiency

Secretary to the Managing Director

- Successfully managed all telephone calls, received company guests, assisted client with queries, undertook independent correspondence and provided all other secretarial and administrative duties.
- In respect to the nature of the business, sent quotations and ensured prompt follow up
- Dispatched documents and kept a record of all official transactions.
- Coordinated travel arrangements for staff (ticketing, hotel booking, etc.)
- Displayed professionalism with appropriate attire, effective communication, courtesy and positive outlook thereby adding value to the image of the organization.

New Medical Centre (Dubai)

1999 - July 2000

NMC has seen the string of successes in diversified businesses varying from Financial Services to Trading in Pharmaceuticals, FMCG brands, Scientific, Laboratory, Education & Medical Supplies, Foodstuff, Retail Pharmacies, Gold & Diamond Jewellery; Advertising, Hospitality, Real Estate, Information Technology, Engineering Projects and Services among others.

Outdoor Sales Executive/Promoter

- Effortlessly promoted introduction of new product and obtained valuable market feedback.
- Undertook product surveys, gauged product acceptances and assisted in visible distribution endeavors of the product and the product range.
- Maintained accurate records of inflow/outflow of stock.

Sales Promotion Activities

- Daily promoted products in two different outlets and malls, conducted sales promotion schemes for dealers and monitored in-shop sales.

- Professionally represented organization by participating in Women's Exhibitions and Trade Fairs.
- Effectively used merchandising material to achieve company's sales objectives. Received Certificates for crossing the highest sales record for Nivea Beaute products in the region during that year.

Reporting

- Maintained up to date Daily Sales Reports on marketing initiatives and prepared and presented accurate weekly reports.
- Maintained comprehensive data on competitors to assist company meet its objectives and in doing so achieved high sales targets.

Major achievements

- Conducted successful market surveys for new products, re-launched existing products and expanded distribution to a wider reach and achieved major growth in sales and assigned targets. Successfully got our products introduced to new outlets on behalf of the company.

Jumbo Electronics (Dubai)

June 1993 - July 1997

Sales Representative (Showroom)

- Assisted with after sales service, coordinated and liaised with Sales and Department Managers in relation to product displays, product deliveries and other showroom issues

Hi-Tech, Mumbai, India

Freelancing

Compere and Host

- Hosted interviews and shows on Cable TV Network.
- Conducted public request programs (songs, movies) on cable TV.
- Professionally and successfully hosted interview with the famous Mr. Gary Lawyer for Valentine's Day.

PERSONAL INFORMATION

Education	:	Master's in Business operations, Bachelor of Arts - University of Bombay,
Languages Known	:	Spoken & written Fluent English, Hindi, Marathi
Skills	:	MS Office applications (Word, Excel and Power point), Lotus Notes
	:	Secretarial course from Davar's College, Mumbai
Experience	:	20+ years of office management experience
License	:	holder of a U.A.E. driver's license