

PERSONAL PROFILE

A confident and accomplished business professional with more than 24 years of Administrative experience in Multi-National Companies in New Delhi (India) and Dubai (UAE), possessing excellent communication and interpersonal skills.

Highly organized and logical in approach to all tasks, having very good ability to multitask and prioritize and deliver timely results. A quick learner, eager to embrace new technologies.

Committed and dedicated team player who conducts all roles in compliance with corporate guidelines and in an ethical manner and who wholeheartedly supports the team, providing solutions and improving their productivity.

CORE SKILLS

- Coordination of Dept. functions and deliverables, handling stake holder relationships both internal and external including suppliers
- DNV IRCA certified Internal Auditor for ISO 9001:2008 & ISO 9001:2015
- Certified in Balanced Scorecard, HSSE
- Expert in Microsoft Office 365 (Word, Excel, Power Point, Outlook), Adobe Acrobat
- Preparing Business Application work process mapping (QA DNV ISO 9001-2015 compliant) & Software Application documentation (User Manual & Testing)
- Advanced user skills in Business Applications of GAC
- Superior correspondence and typing skills
- English & Hindi (read/write/speak), Urdu & Punjabi (speak)

RECOGNITIONS RECEIVED ON THE JOB

- Best DNV ISO Internal Auditor for GAC Dubai Yr 2013.
- Best DNV ISO Internal Auditor for GAC Dubai Yr 2015.
- Best Employee of the Year 2017 for Cost Saving Initiatives (replaced plastic water gallons with Water Purifiers in all GAC Dubai & Fujairah offices / i.e. over 20 offices across UAE).
- Long Service Award -15 Years' service completed in May 2017

VALUE ADDITION TO THE JOB

- Business Application (Software) User Documentations for unified user experience and education.
- Business Application (Software) testing to certify application usefulness as per work process flow and identify latent bugs for resolutions.
- Software License maintenance for the company (License compliance / usage records maintenance / billing and subscriptions).
- Business Application Helpdesk support & User Training for Local Purchase Order Application & IT Service Management System.
- Office IT Fixed Asset Inventory maintenance / Insurance & Claims Management.
- IT Fixed Asset Cost evaluations / vendor negotiations and IT Project cost comparative analysis to Regional IT Manager ME.
- Accomplished over 10 Yrs of Internal DNV QA Auditing / over 60 Quality Processes reviewed and over 240 HRs of Auditing experience @ Sep'19)
- Single point of contact for pricing invitations / reviews / comparisons and procurement of IT goods for GAC Dubai & Fujairah.

WORK EXPERIENCE:

May 2002 to August 2020 – Gulf Agency Co. Dubai – UAE (18 Yrs)

Joined as Dept Secretary and was promoted to IT Coordinator. Lastly worked as IT Service Desk Coordinator and reporting to Regional IT Manager ME.

Gulf Agency Company is a leading Shipping and Logistics services provider across the world.

Having over 8000 employees at more than 300 office in 50 countries worldwide.

Job Profile:

- IT Service Desk Management for GAC Dubai & Fujairah. Assist team in Infrastructure documentation and maintenance of records.
- Assist in all IT Project documentation and costing, etc.
- IT Department Software Library maintenance towards license compliance (maintain physical media and licensing information).
- Coordinate with external IT Suppliers on various pricing / goods availability / timely deliveries to meet project requirements.
- Handle all IT related Invoices for Goods & Services; Initiate payment process with adequate supporting and approvals of all approvers.
- Business Application work-flow process testing and documentation (User Manuals).
- Business Application end user trainings and first level support for ISMS (IT Service Management System) & GACLocos (GAC Local Purchase Order System).
- Maintain & assist in preparing IT KPI's for Department Performance reviews by Regional IT Manager ME (responsible to verify all internal KPI's and follow up with teams for timely updates)
- Handle all IT Department online procurements / petty cash / IOU maintenance.
- Maintain all IT records / files for internal and external audit purposes.
- Collate and send out IT recharges (Stock and Support) to Finance.
- Coordinating for external meetings / entry passes / travel expenses / travel plans for the dept. etc.
- QA Coordinator for the IT Department - ISO 900-9008 & 9001-2015; Assist to formulate & prepare / maintain / update SOP and Process Maps to the best practices and Management vision.
- QA Internal Auditor for GAC Dubai / Fujairah office – assist in reviewing work process flows of other Business Departments. To help identify points of corrections and improvements through thorough investigations.
- Maintain a strict level of confidentiality in order to safeguard authentication identifiers & related information for different licensed Software used by GAC Group and those related to all the servers for maintaining different databases of application and provide the same when required only to the person authorised for access.

October 1999 to January 2002 – Hewlett Packard India Ltd & Agilent Technologies India Ltd, New Delhi – India (3 Yrs)

Worked as Executive Secretary attached to the Director Finance of the company during the time.

Job profile:

- Regular official correspondence, doing presentations and coordination and follow up with outside agencies / service providers on matters of sales tax, insurance, registrations etc.;
- Inter-office / branch coordination;
- Fixing up of appointments and arrangements for Conferences / Meetings & Teleconferencing / Net meetings / Video conferencing etc;
- Responsible for travel related documentation i.e. raising TER's, itinerary, bookings, Passport endorsements, Visa & Currency etc.

June 1998 to September 1999 – Workforce, Paharpur Business Centre, New Delhi – India (1 Yr)

Paharpur Business Centre is an ISO 9001 accredited Business Centre providing facilities at par with international standards, Ready & fully furnished office-space, permanent/temporary staff, IAATA approved International Travel desk & Currency Exchange, Car Hire Agency, etc.

Worked in the capacity of **Departmental Secretary** for their various in-house as well as out-sourced corporate clients – like **ALSTOM Power** (reporting to British Project Managers), **Nestle**, **Gillette**, **Silicon Inc.**, **Alumers McCoy** etc. on contractual basis.

Job Profile:

- Handling e-mails, screening of calls, inter-office coordination; fixing up of appointments/schedules;
- Working on Project Reports, updating them and recording project related papers;
- Being responsible for travel related documentation i.e. raising TER's, Passport endorsements etc.;
- Handling petty cash advances & keeping track of payments made out to various vendors / clients etc.

Courses and Certificates accomplished while on the job:

- GAC Dubai Working Smart with Office 365 (WSO1941)
- GAC Dubai Compliance and Ethics Year – from the year 2012 to 2019 / Gold Scholar (CNR 1931)
- GAC Corporate Academy courses on Cyber Security Awareness (CS 1841) / Gold Scholar
- Time Management for Peak Performance (TAP 1241); Balanced Score Card (BSCW721)
- Personal & Professional Development Year (PPD 1612 / Best student award / Highest Scorer)
- Effective Business Writing (EBW1623); HSSE Course (Year 2010)
- ISO DNV Internal Auditor (IRCA Certified for ISO 9001-9008, Certificate No. 21083)
- ISO DNV Internal Auditor (IRCA Certified for ISO 9001-2015, Certificate No. 38902)
- Microsoft Project 2010 Standard
- ManageEngine Seminars on IT Service Management
- ITIL Seminar & Sessions by Regional IT Manager ME GAC Dubai
- ISP 2015.

Software skills:

Advance user skills in Microsoft Office 365 (Word, Excel, PowerPoint, Outlook), Adobe Acrobat, JIRA.
GAC Dubai's various Office Business Applications (ISMS, GACLopos, Dolphin, DMS, EyeShare, GACpandi etc.)

Educational Courses and Certifications:

Bachelor of Arts

Secretarial Practices (YWCA, New Delhi - India & Shorthand from Pitman - UK)

Civil Draftsman (ITI, New Delhi - India)

Business English Communications, BEC 2 (British Education Council, New Delhi - India)

Others:

Date of Birth – 14-12-1974

Marital Status – Married (have 2 children aged 19 Yrs & 15 Yrs)

Driving License – Valid UAE & India Licenses

Permanent Address – V8, DD Misty Valley, Kakkanad, Ernakulam, KERALA, PIN - 682030