



# KAREN D'SOUZA

## About Me

I am a detail-oriented and highly organized Personal Assistant with over 13 years of professional experience in providing seamless support to C-Level executives.

I'm also required to independently execute administrative duties, scheduling appointments and travel, event planning responsibilities among other tasks.

Seeking a position with a reputed firm that allows growth in learning, both personally and professionally.

## Work Experience

Food Specialties Limited, Jebel Ali, Dubai, UAE

Personal Assistant to CEO | *February 2017 – December 2020*

Provided comprehensive administrative and personal support to the CEO and VP's, with a scope of responsibilities that included:

- Managing business and personal travel – visas, flights, accommodation and transfers for all necessary personnel.
  - Achieved my target by created and establishing a system to track and apply for all relevant visas on time for all necessary personnel i.e. the CEO, VP's and employees.
- Maintaining an updated the Outlook Calendar for all meetings for the CEO, VP's and Business Unit Heads.
  - Achieved my task by printing the agendas and meetings notes (local and international) for each business trips and preparing the travel folder with all relevant documentations like collation of reports, business presentations etc. before each meeting.
- Proactively making timely payments of bills – Credit Cards, Mobile Phones, and DEWA etc.
- Achieved a more practical system of creating and maintaining a filing system of personal records and notes, recording expenses related to business & personal dealings like petty cash expenses, personal travel expenses, etc. each month for the CEO, VP's and relevant personnel.
- Organized, created and maintained up-to-date records for all international travel requirements, international driving licenses, drone license, various memberships e.g. Emirates Skywards, Hilton Honors, Harrods, and Accor Hotels etc. and proactively renewed the relevant memberships, licenses on time.
- Assisted the VP for marketing on various exhibitions locally and internationally: date entry of all the employees attending the various events: Gulfood (yearly events held in February and November), Anuga (Europe Exhibition), I-Oman exhibition. Overall supervision of stand space during the exhibition, arranging meeting schedules are a few of the listed responsibilities.

## My Info

**DOB:** 24 February 1977

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## Strengths

- \* Confident, motivated & hardworking
- \* Team player & excellent people management skills
- \* Organized and determined

## Education

Goa University, Goa, India

- \* Master of Arts in March 1999
- \* Bachelor of Arts in March 1997

## References

- \* Available on request.

- Responsible for sourcing, evaluation, recommendation & comparison of personal insurance, vehicle insurance, travel insurance as well as personal travel related matters of family members (CEO's wife, parents & in-laws), property related matters etc.

African Commodities DMCC, JLT, Dubai, UAE

Executive Assistant to Business Administrator | *May 2015 – January 2017*

Provided business support to the Business Administrator of the company.

- Maintained and updated a weekly Travel Calendar for all Company shareholders and managers and kept them abreast of their schedules.
- Maintained an up-to-date medical appointment record for all Shareholders and their families as well as updated their yearly medical insurances, claims and reimbursements.
- Maintained an updated expense approvals and claims summary along with timely payments on their respective credit cards.
- Managed visa documentation and procedure for the various visas whenever required for the shareholders, employees and clients.
- Managed bookings related to accommodation and travel for employees travelling and clients visiting Dubai.
- Managed all employee travel to Nigeria which involved booking of additional baggage and their airport pickup and drop schedules.
- Assisted in administrative duties for staff which included –
  - Attendance management
  - Mobile and sim card - requisitions, bill payments and deactivations
  - Asset management - company vehicles, maintenance & servicing, Salik payments.
  - Office Supply management & Petty cash updates.
  - Drivers Log Sheet

Sun Global FZCO, JLT, Dubai, UAE

Executive Assistant to Management | *July 2011 – Apr 2015*

- Reported to the Chairman and the Board of Directors of the company.
- Responsibilities included - scheduling meetings, taking down minutes of meetings and managing their diaries.
- Achieved my goal in Organizing and creating a filing system from total chaos for all confidential documents for the Management which includes the CM, MD, ED and COO and their respective spouses and siblings.
- Made the necessary travel arrangements for the Management and all employees while maintaining records e.g. ticket details, itinerary details, hotel bookings etc.
- Each morning dealt with opening of personal mail for the management and drafting official correspondence for them as and when necessary.
- Prepared payments as and when necessary to pay the Chairman's personal credit cards, insurance premiums, etc.
- Took Care of Trademark registration for the company brands.
- Handled customer service enquiries at the exhibition stand for Auto Mechanica 2012. Some of the duties were organizing the takeaways (Corporate Gifts like pens, notepads, etc.), taking pictures at the exhibition stand, overall supervision and cleanliness of the stand, greeting potential clients visiting the stand and giving them a brief overview of our brands, etc.

Dynasty Zarooni Inc., JLT, Dubai, UAE  
Office Administrator | *August 2007 – June 2011*

- Reported to the Chairman, Managing Partner, Chief Executive Officer and Chief Financial Officer of the company. Responsibilities included greeting clients that came in and directing them to the relevant department, answering calls at the front desk, maintaining details of all employees e.g. processing DMCC visa requests through the online portal, applying for the various Schengen, US, UK visas as and when necessary
- Was responsible for sending out the latest off the plan availability excel sheet that had all the details for all the listed properties that the company dealt with to all relevant clients everyday
- Maintained an up to date leave records for all employees, i.e. appraisals conducted, complaints, memos given, etc.
- Created maintained and more streamlined filing system for the Chairman, CEO, COO and the CFO for all their confidential documents i.e. credit card payments, mobile bill payments, various insurance renewals, etc.
- Created and maintained a comparative study of prices for all local suppliers i.e. stationary, office cleaners, travel agents etc. needed. Supervised the duties carried out by the office assistants on a daily basis.
- Drafted official correspondence for the Chairman, CEO, COO and the CFO i.e. emails to the relevant banks, request letters for the various visas, payment reminder letters to relevant investors, etc.
- HR related responsibility included Interacting with various recruitment agencies to schedule interviews of potential candidates as and when required. Carried out Inductions for new employees by making them aware of the company rules and regulations, dress code etc.

## Prior Engagements

Remote Software Solutions, Goa, India | January 2006 to July 2007  
IT Trainer (Microsoft Office 2003 Applications)

- Responsibilities included live virtual classes over the computer using a voice and screen sharing software. Teaching application Tools like MS Word, PowerPoint and Excel 2003 to local as well as International clients (U.S and U.K).

## Other Engagements

Intelenet Global Service, Mumbai, India | January 2003 to March 2005  
Senior Customer Service Representative

- Worked on a short assignment for a BPO Company for an inbound Process called "Household credit Cards" providing customer service and up selling of protection plans, and insurance etc. for US clients.

EFunds International, Mumbai, India | November 2001 to November 2002  
Customer Service Representative

- Worked on a short assignment for a BPO Company as a fresher for an inbound process providing customer service and up selling of goods and services like magazine subscriptions, vitamins, etc. for US clients.