Maya Pereira

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 **Human Resource and Administration Officer**

**Key Qualifications and Achievements to Date**

* Developed and maintained complex corporate reports including the Monthly Report
* Solely responsible for the coordination of Board of Directors meeting
* Transcribed all meeting minutes and dictation for correspondence and confirmation of action items
* Reviewed variety of data for accuracy, completeness and conformity to established standards and procedures
* Implemented the company’s policies and procedures; worked to ensure all HR provisions and regulations are in accordance with current UAE laws
* Assisted HR in expanding the scope of the recruitment process by using internet, job referrals, job fairs, trade shows etc.
* Provided guidance to all employees throughout the relocation process and coordinated with the relocation vendor to ensure smooth and successful transition.
* Conducted training for new hires
* Responsible for the company set up of PaySec DMCC
* Project Administrator on PB’s signature projects including Palm Jumeirah, Universal Studios –Dubai Land and Global Village in Dubai and Masdar institute of Science and Technology, Nareel Island and Qasr Al Hosn in Abu Dhabi. (Building &Infrastructure Sector)
* Project Administrator for Reinforcement of 33kV Network in Al Ain –A-2902, D-8767 framework consultancy services, D-9617 distribution Substation Automation Consultancy Services, Kahramaa Phase X Consultancy Services. (Power Networks Sector)
* Project Administrator for HSE projects in Middle East.
* Regional CRM Administrator for MENA –analyzing and reconciliation of soft backlog, custom report template designing, new user account opening, customer creation and maintenance, testing of new systems as and when requested by PBUS team.
* Reconciled and cleared complex Statement of accounts of key clients
* CRM Regional Administrator for MENA (Middle East and North Africa). Involved in Global CRM Environment change testing.
* Cash flow forecast report – coordination, preparation and analyzing of weekly cash flow of MENA region
* Created an effective time allocation plan to track cost and revenue for all project staff. The plan was well received and praised by Management.
* Lead liaison between project staff and client staff.
* Created highly effective organizational filing systems, including quick and thorough indexing, filing and offsite storage, resulting in easy access to critical information and streamlined office functioning.
* Acted as liaison and maintained open lines of communication among senior Engineers, middle management, administrative staff, Clients and Contractors.
* Organized Dubai Cultural Diversity Event, which was a huge success and was awarded with the Employee Star Award.
* Presented the paper “Sustainability in the Middle East” this was well received and praised by Management.
* PGN Champion of PGN (Professional Growth Network) Dubai (2012-2014)
* Co-authored the prize-winning EP Paper “Global crisis in Middle East - Challenge or Opportunity?”
* Co-organized PB ME’s Ramadan Orphanage fundraisers which achieved 220% of the fundraiser target.
* Co-chair of Women’s Outreach Network (WON) in the Middle East at PB ME.
* Invited for the Senior Leadership Meet held on 30th April 2015 by WSPIParsons Brinckerhoff

**Key Competencies Gained Through Experience**

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| --- | --- | --- |
| * Credit Controller
* Regional CRM Administrator
* Project Administration
 | * Project Reporting
 | * Invoicing
* Oracle Applications
* Human Resource General
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| * Project Coordination
 | * General Administration
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**Education and Training**

* Bachelor of Communicative English – University rank, University of Kerala, Trivandrum, India, 2002
* Certificate Program of Desktop Management Skills – Aptech, Trivandrum, 2002
* Certificate Secretarial Skill Development Course - Nadia Training Institute, Abu Dhabi, UAE, 2008
* Business Systems and Software: Oracle, Xero Accounting Software, MS Office (Word, Excel, Power Point).
* Certified with the CIEH Level 2 Emergency First Aid at Work.

**Professional Experience**

*Administration & Human Resource Officer DMCC (April 2016 -July 2019)*

* Well verse with the procedures for company formation in the UAE
* Well verse in UAE Labor laws both Freezone and mainland
* Collaborated with Managers including external agencies regarding new job position in the company
* Done Payroll for 20 employees
* Conducted Interviews and basic skill test
* Overall responsible for office administrative functions in office
* Provides for safe and healthy workspace for all employees
* Thorough knowledge of DMCC rules and regulations
* Developed, reviewed and edited Power Point presentations for executive meetings
* Recorded the minutes of meetings and shared the minutes with Management team
* Acted as communication liaison with parent company
* Maintained executive’s calendar – planning meeting, conferences, teleconferences and travel
* Preparation of expense reports including entering them in Xero
* Assisted with coordination of company events and trainings
* Manage the leasing and lease administrations
* Employee Annual vacation scheduling, Medical Scheduling, Visa application and Renewals
* DMCC license Renewals
* Company Insurance new and renewals.
* Merchant Settlements
* Analyzing invoices
* Maintaining and updating accounts payable register
* Submission of weekly payable reports to CFO

*Credit Controller, WSPIParsons Brinckerhoff U.A.E (March 2015 –April 2016)*

* Reconciliation of complex accounts
* Analyzing the payment trends of the clients
* Posting and allocating daily receipts to accounting system
* Resolving internal and external queries
* Maintaining client contact to ensure invoices are clear for payment
* Providing accounts information to internal departments

*CRM Regional Administrator, Parsons Brinckerhoff (Middle East) Limited, Dubai, U.A.E (June 2014 –Feb 2015)*

Responsibilities:

* Involved in Global CRM Environment change testing.
* Extracting and designing custom reports in CRM
* Entering opportunity and managing the same
* Customer creation in CRM
* Handling Troubleshoot in CRM
* CRM account creation and maintenance

*Project Administrator, Parsons Brinckerhoff (Middle East) Limited, Dubai, U.A.E (Nov 2006-2014 May)*

Responsibilities:

* Prepare project Financial Reports and raise monthly invoices
* Commercial Evaluation of Tender Documents
* Proficiency in Oracle Financials
* Preparation and analyzing of Project financial report
* Preparation of weekly cash flow forecast report for MENA region
* Preparation of high quality Power point presentation
* Regional CRM administrator
* Setup & manage project reporting in Oracle: update budgets, aged debtors report & staff details
* Prepare Sales Summary Report
* Close-out projects
* Preparation of Intercompany agreements
* Updating RIMS
* Preparation of MENA Cash flow forecast
* Preparation of MENA Staff Billability Report
* Preparation of Daily Ledger and follow up of payment with Client
* Revenue forecast for Power Market Sector
* Coordinate project reporting and invoicing between client and PB head office
* Successful implementation of administrative systems
* Timely preparation of correspondence and documents in compliance with the requirements of the quality systems
* Travel and accommodation arrangements completed to the satisfaction of the project team members
* Preparation and compiling of Tender Documents
* Preparation of PowerPoint presentations
* Reconciliation of invoices

*Executive Secretary, Veolia Water Systems (Gulf) FZC, Sharjah, UAE (Jan 2005-Oct 2006)*

 Responsibilities:

* Organize meeting, travel and accommodation requirements
* Correspondence and payment follow-up
* Filing and documentation
* Manage petty cash according to company policy.

*Customer Service Executive, Reliance Infocom. Cochin, India 2004)*

Responsibilities:

* Respond to customer queries and ensure satisfaction by maintaining great customer relationships
* Follow up with customers, suppliers and other agencies as needed
* Maintain necessary database of all customers and suppliers
* Daily administration activities.

**Volunteer Experience**

*Dubai Lead for PGN Social and Charity Team*

* Organized Dubai Cultural Diversity Event, which was a huge success and was awarded with the Employee Star Award

*Co-Chair - Women’s Outreach Network – Middle East, Parsons Brinckerhoff Inc (2007-2010)*

* Organize forums to discuss issues of concern within the work place.
* Organize and co-manage numerous corporate social responsibility events, including: breast cancer awareness campaign and fundraiser, UAE – Red Crescent donation campaign in honor of International Women’s Day and Ramadan 2009 Fundraiser Campaign.

**Languages**

* English (Fluent)
* Malayalam (Native)
* Hindi (Fluent)
* Tamil (Good)

**Personal Details**

* Date of Birth: 30 July 1981
* Nationality : Indian
* Marital Status: Married
* NOC: Available
* Visa Status: Residence Visa (Husband’s Sponsorship)

**References**

Available upon request.