



Varsha Lalwani

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A confident, flamboyant, go-getter, positive and an extrovert personality, organized and highly motivated professional having vast experience in UAE since past eighteen years in diverse organizational structures, consistently supporting employers which resulted in fast track advancement and more senior positions.

Meticulous in my approach, am able to balance own initiative at work with duties as part of the team. Proven leadership skills involving managing, developing and motivating teams to achieve their objectives.

Prior responsibilities reflect career growth and progress through the ability to manage multiple projects and meet tight deadlines. Strong work ethics combined with a commitment to excel in all projects undertaken and exemplary communication/presentation skills.

Expertise and skills as below:

- Strategic planning
- Analytical approach
- Market Research
- Mystery Shopping
- Team building
- Functions in the basis of Open-door policy
- Cost reduction and profit enhancement keeping in mind on no compromises on client's products & services
- Excellent correspondence
- Research and numerical skills
- Effective dealing technique with multi cultural personalities
- Process improvement strategies
- Multi-unit operations management
- Inventory control
- Staff retention and recognition
- Relationship building
- Troubleshooting and problem solving
- Flexible
- Dedicated
- Client relationships
- Quantifiable revenue increases

Career Progression

Senior Partner Workplace Solutions–Capillary Technology dmcc	May 2017 – Till Date
Office Secretary and Administration support -Gulf Marketing Research, Al-Futtaim	May 2014 – January 2017
Office Secretary, Administration and Accounts support-Vingcard Elsafe	December 2011 – November 2012
Student Admin Officer - Emaar Education	January 2009 – December 2010
Community Administrator-Emaar Properties	May 2008 – December 2008
Office Co-ordinator - KTI Plersch Kaltetechnik	January 2004 – April 2008
Human Resource Assistant-Europcar Co. LLC	July 1999 to Dec 2003
Secretary to Managing Director and Sales Manager-Colors Computers	July 1998 to July 1999

Proven Job Role

Senior Partner Workplace Solutions–Capillary Technology dmcc (current organization):

- Coordination with Service agents for visa application, renewals or cancellation
- Liaise with DMCC authorities for necessary document approvals, quarterly office inspection and fulfilling raised requirements
- Marketing support for venue/price sourcing and negotiation
- Support to Finance for audit needs - employee contracts, vat payment
- Liaising with Bank's RM for documentation approvals for Finance
- Coordinating for cheque collection from clients
- Client cheque depositing in the bank
- Coordinating with insurance company for renewal, inception, policy renewal etc
- Providing administrative assistance to employees and senior management, NOC, business card printing
- Monthly pay-out to vendors - DU, DEWA, cleaning company, pantry stocks, po box clearance
- Coordinating with IT team and local vendor for IT needs
- Assist in purchasing and controlling office supplies
- Monitor office supplies and negotiate terms with suppliers to ensure the most cost-effective orders
- Supervising and overlooking general maintenance office fixtures and coordinating with the maintenance team
- Employee welfare tasks (asset repairs, procurement of reward vouchers) etc.
- Courier dispatch (contracts, documents) to local / international
- Arranging, coordinating both internal events (team outings, lunches)

Office Secretary and Administration support - Gulf Marketing Research, Al-Futtaim Dubai

- Invoicing and supplier LPOs (SAP – Trained by Al-Futtaim Finance to operate SAP and have day to day working knowledge), attain ICM approvals, assist to clear pending payments from clients and ensure timely payments to suppliers.
- Diary Management of reporting Manager and General Manager.
- Organizing weekly Management meetings, preparation of minutes of the meeting and generating status and outstanding payment reports.
- Creating payables and receivables – MIS to help management and finance to track payments.
- Processing of business claims (Petty cash management).
- Inventory control, asset check, liaising with IT Service desk and HR connect for the Team.
- Assisting the planning, scheduling, billing and collection of all SMS campaigns for the Al-Futtaim Group Companies.
- Documentation and filing.

Office Secretary, Administration and Accounts support - Vingcard Elsafe, Dubai

- Assisting the Chief Accountant with the accountancy functions (invoices, follow up on due payments, cheque collections, deposits, Inventory entries, MIS reports, and data entry in the system).
- Preparation of Power point presentations, worksheets for board meetings.
- Preparing the minutes of the meetings and follow ups.
- Coordination with Sales team for complete Sales functions.
- Data- input, Maintenance and Evaluation of Sales reports (CRM system).
- Presales activities (planning).
- Main point of contact – Installation (Service team for work orders and clients).
- Custom clearance, storage and delivery arrangements of goods including inventory records.
- Telephone management (messages, making offers, submittals).
- Office equipment and maintenance.
- Petty cash management.
- Maintaining all employees' files and Leave record as per Company policy.

Student Admin Officer - Emaar Education, Dubai

- Maintaining and controlling administrative documents.
- Arranging for Hotel reservations and visa formalities for Management.
- Maintenance of HR records of staff.
- Petty cash compliance which involves processing of business claim.
- Co-ordinating with Insurance Company for Group Life and Medical Insurance and processing staff claims.
- Assisting in various written material including newsletters and activity reports
- Generating invoices for customers and follow up for payments.
- Developed and maintained computer database for administrative reports and tracking, career services reports, course listings and mailing lists.
- MIS reports (medical, petty cash, HR records).
- Internship administration and logistics.
- Customer inquiries.
- Preparing proposals to companies and follow up.

Community Administrator. - Emaar Properties PJSC, Dubai

- All rules and regulations of the Strata Title Law are adhered to.
- All relevant documentation and records are submitted to the Real Estate Regulatory Authority (RERA) in time.
- Liaised with the Community Managers and Coordinators and ensured all deficiencies are appropriately recorded into the deficiency tracking system.
- Tracked the response to correspondence received from residents and customers.
- Implemented closing / disposal process of any documents as per procedure set out and approved by the department manager.
- Responsible for developing and implementing an archiving system to retain and retrieve departmental information.
- Provided periodic updates to Management.
- Worked closely with all concerned Emaar departments.
- Managed the community mailbox and ensured emails are answered within the determined service level agreements.
- Organized meetings between Emaar and the Resident Committees and the Land Committees Tabulate minutes of all meetings held with both committees.
- Created a highly effective organizational and filing systems including quick and thorough indexing, filing and off-site storage, resulting in easy access to critical information and streamlined office functioning.
- Arranging for Hotel reservations – Inbound Travel arrangements and visa formalities of Customers / Suppliers.
- Co-ordination with Travel Agent for Staff Air tickets and co-ordinating with Account.

Office Co-ordinator- KTI Plersch Kaltetechnik

- Performing Administrative and secretarial support function - General Manager.
- Generating Sales Invoices / follow up with GCC and local customers for remittance and reporting Debtors outstanding payments to Chief Accountant.
- Co-ordination with Insurance Company for Motor accident, Medical cases, check on renewal of Fleet, Medical and Group Life policy for any claim or renewals.
- Maintenance of Etisalat payments.
- PRO tasks of visa renewal, new visa, trade license renewal and PO box renewals.
- Scheduled Visa medical appointments for colleagues as per the schedules given by immigration officer of the company and maintained the records.
- Arranging and confirming Hotel reservations.
- Handling Custom requirements in case of Import / Export as well as visiting the Dubai Ports and Customs (Jebel Ali).
- Liaising with Chamber for documentation approvals.
- Co-ordination with Travel Agent for Manager's/colleague's Air tickets, getting quotations, selecting appropriate cost appropriate airline and co-ordinating with Accounts Department for their annual/emergency leave dues.
- Preparation and maintenance of expense claim records.
- Coordinating with Banks for staff salary and daily business transactions.

Human Resource Assistant (Promoted)- M/S Europcar Co. LLC

- Preparation of salaries for 750 staff.
- Coordinating with subordinates for employee leave.
- Participated in staff recruitment, interviewing new candidates and short-listing them as per the Department Head's requirements, handling the complete recruitment process (end to end).
- Maintained Passports records.

Joined as Department Assistant and Secretary to the General Manager M/S Europcar Co. LLC

- Complete correspondence of the General and Asst. Manager.
- Liaising and maintaining open lines of communication amongst (all staff and management).
- Additions / amendments in the ISO issues for all the Department Heads as pre-requisite cases and their distribution in accordance to the state procedures.
- Attending Meetings (Sales / Managers Review monthly meetings), minutes of meeting.
- Independent self-correspondence relating to the Section Head and Marketing executives which also included preparing Quotations, handling customer complaints.
- Customer's inquiries and co-ordinating with Marketing Executives to attend the inquiries.
- Arranging for Marketing Campaigns, publicity, co-ordination with sponsors and Management.

Secretary to Managing Director and Sales Manager- Colors Computers

- Handled entire office routines matters inclusive of reception, petty cash, daily banking formalities, preparation of Sales Invoices/Quotations to prospective customers and taking care of all visa formalities and hotel reservation for guests / suppliers invited for IT Exhibitions [Gitex].

Education and Courses

Ness Wadia's College of Commerce, Pune India	1997
Travel and Tourism Management course IATA certified Institute in Pune, India	1997

Professional Development

Currently perusing – Secretarial Course

Additional Interest

*Actively involved as a **Freelancer** for recognized Market Research Companies in UAE, Germany, India and Middle East. (weekends)*

Personal Details

Nationality : Indian

Date of Birth : 1st April 1979

Marital Status : Married

Visa Status : Employment Visa / Husband

Languages : English, Hindi (Basic French)

IT Skills : Fluent working capability of SAP (basic), MS Excel, MS Word and MS Power point, MS Outlook applications

Reference

Furnished promptly upon request