

Ruelle D'silva

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Executive Secretary

Highly dependable and industrious professional with 10+ years' hands-on experience in office support roles. Dynamic and proactive Secretary with demonstrated ability to anticipate and cater for executive office support needs. Competent in providing administrative and organizational support while serving as liaison among management, employees, and clients. Proficient in database handling, appointment scheduling, and general office management. Proven ability to work under stress while meeting strict deadlines

• Calendar Management • Travel Planning • Meeting Coordination • Project Management • Office Administration • Client Relations • Issue Resolution • Staff Hiring & Training • MS Office • Preparing Reports • Taking Meeting Minutes

Professional History

NMC Healthcare, Abu Dhabi, United Arab Emirates

2014 to Present

Secretary to VP- Corporate Excellence (2016 to till date)

Secretary to Chief Financial Officer (2014 to 2016)

- Arranging travel, visas & Hotel Reservations
- Coordinating with Corporate Excellence team and Hospital Administration
- Making Presentations and providing general assistance during presentations
- Organising meetings and ensuring documentation for meetings in place
- Dealing with incoming emails, faxes and post, often corresponding on behalf of the VP
- Creating invoices, filing receipts and dealing with all financial documentation
- Answering and dealing with incoming and outgoing telephone calls
- Making travel and accommodation arrangements for Company Directors and senior managers
- Taking Minutes of the Meeting
- Order office supplies and maintain inventory
- Answer telephone and electronic enquiries and relay telephone calls and messages
- Set up and maintain manual and computerized information filing systems
- compile data, statistics and other information to support research activities
- Preparing correspondence and documents from dictation, Editing and verifying correspondence or reports.
- Handling confidential information in line with the firms data security protocols

Econfluence –Mumbai (Representatives of IHS, The Netherlands, Rotterdam) 2009 to 2013

Assistant Manager-Business Development

- Delegate responsibilities to employees to meet company's expectations
- Develop a growth strategy focused both on financial gain and customer satisfaction
- Conduct research to identify new markets and customer needs
- Arrange business meetings with prospective clients
- Promote the company's products/services addressing or predicting clients' objectives
- Keep records of sales, revenue, invoices etc.
- Provide trustworthy feedback and after-sales support
- Build long-term relationships with new and existing customers
- Develop entry level staff into valuable salespeople
- Producing marketing collateral for conferences and events
- Website updating and maintenance
- Sending out email invites, event reminders and follow ups, client alerts, briefings and updates
- Organizing the department in terms of responsiveness, diary management, filing, BDM staff changes and team outings

Academic Qualification:

- Bachelor of Arts – Sociology and History, 2009 from **Mumbai University, India**
- Completed Higher Secondary School from **Sophia College for Women**, Mumbai 2006, India
- Completed Secondary School from **Carmelite Convent English High School**, Mumbai 2004, India