

Dynamic, goal-focused Executive Assistant delivering best-in-class administrative support in top-notch organizations

Proficient at anticipating needs, prioritizing tasks and executing with creativity and discernment. Quickly assimilate corporate knowledge and contribute innovative insights to strategic initiatives and change management within administrative staffing, technology, and efficiencies. Effective in handling diverse personalities, fostering strong relationships across the organization, and providing excellence in communication, particularly with senior leaders/C-suite. Results-driven professional excelling in high-pressure environments, adept at establishing priorities, meeting tight deadlines, and proactively driving change initiatives. Proven track record of surpassing expectations and resolving administrative challenges, optimizing office operations through innovative workflow design. Equipped with a diverse skill set encompassing project management, report and document preparation, complex scheduling, and the ability to multitask with precision and accuracy.

Additional competencies include:

Core Competencies: Managing Schedules & Travel Arrangements | Meeting and Event Coordination | Information Management & Verification | Team Coordination & Motivation | Budgeting & Resource Utilisation | Data Management | Discretion & Maintaining Confidentiality

Management and Administrative Abilities: Performance Management | Coaching | Supervision | Quality Control | Standardisation | Planning & Organizing | Persuasiveness | Creative Problem-Solving | Analysis | Problem-Solving | Office Administration Procedures | Accuracy & Attention to Details | Multitasking | Teamwork | Pressure Handling | Resourcefulness | Needs Anticipation | Emotional Intelligence | Flexibility | Editing & Proofreading | Wrap-around Services | Client-Centric Approach | Inclusive | Non-Judgmental | Active Listener | Open-Minded and Positive

Technical Skills: MS Office (Word, Excel, PowerPoint, Outlook, Teams) and other virtual conference software

Languages: English and Arabic

Career Experience

Executive Assistant to the Executive Director and Board of Directors

December 2022 – January 2024

The Children's Aid Society of Ottawa – Ottawa, Ontario

- Provided comprehensive executive support, overseeing all board and committee meetings, and leadership/director meetings, ensuring seamless operations and effective communication within the organization
- Led meticulous meeting preparation, including creating agendas, preparing pre-read materials and packages, accurately taking minutes, and diligently following up on action items, contributing to enhanced efficiency and decision-making processes
- Managed diverse administrative responsibilities, including coordinating certificate requests, managing lists of commissioners of oaths, updating company policies and procedures, tracking policy renewals, implementing changes, handling correspondence, managing filing systems, and arranging travel
- Coordinated internal and external information exchange, and meetings, acting as a liaison between organizational units. Fostered productive working relationships and effective communication with stakeholders, contributing to streamlined operations and collaboration
- Drafted and reviewed correspondence for accuracy, completeness, and adherence to established procedures, ensuring a professional and polished image for the executive team. Led the submission of highly classified reports to the ministry on critical incidents, involving the collation and analysis of data. Managed highly sensitive and confidential information with utmost discretion, demonstrating a commitment to maintaining the highest standards of confidentiality
- Served as Chair of the Eastern Zone Executive Assistant group, overseeing 10 Executive Assistants across various locations. Accomplished tasks include revising the Terms of Reference and leading the creation of work plans and agendas, showcasing strong leadership and organizational skills

Administrative Assistant - Volunteer

January 2020 – May 2022

Ammex Impots Income Tax - Gatineau, Quebec

- Maintained accurate statistical information by compiling, recording, and verifying all data while ensuring the accuracy of documents by leveraging analytical and problem-solving skills
- Updated accounting systems and spreadsheets to report any financial discrepancies to senior management
- Maintained account receivables files, monitored petty cash, and updated records as needed

- Coordinated with clients to guarantee prompt payments; prepared and submitted tax forms and filings; evaluated and structured all agreements, invoices, and customer contracts
- Created and maintained daily paperwork for mailing and billing to deliver administrative support and facilitate accounting staff for preparing all cash flow reports and updating current data
- Performed analysis on account statements to rectify database information

Patient Relation Service Officer /Executive Administrative Assistant

January 2014 – October 2019

Ajman Medical Center, Ajman, UAE

- Created, updated, and maintained patient and physician records in the Electronic Medical Record (EMR)
- Answered clinic phone, provided information, and routed calls, faxes, and emails to the correct person/department
- Received and addressed patient inquiries, evaluated urgency, and either offered a response or contacted the appropriate professionals for assistance
- Coordinated and scheduled appointments, produced invoices, and collected payments
- Managed patient appointments, and oversaw doctors' daily agendas and calendars
- Resolved all queries of patients regarding conflicts, doctor's availability or medical reports
- Completed standard applications and clinic forms, legal documentation, medical reports, and insurance paperwork

Information Management Supervisor

April 2010 – November 2013

Petrofac (Acquired BP plc – Sharjah Assets), Sharjah, UAE

- Supervised documentation and retrieved information, using Electronic Document Management System (EDMS) and Documentum, while complying with the Document Information Management (DIM) protocols to ensure data integrity and correctness
- Assisted in implementing 70% of the company-controlled procedures to complete the Business Management System (BMS) front page after technical review; created a new cabinet structure to meet organization chart requirements
- Implemented current EHS standards to ensure Management of Change (MOC) and HSE compliance; fulfilled engineer support requests, registrations, reports, meeting minutes, repositories, files and folders, basic settings, groups, and email messages
- Transformed the manual MOC document for transfer to an electronic system in coordination with the IT programmer
- Successfully identified major issues including access issues to the Business Management System by engineering members
- Updated database and filling system weekly to improve information flow, data management, business operations, management reporting, and system expansion

Business Service Office (Administration Manager)

June 2009 – April 2010

British Petroleum plc (BP), Dubai, UAE

- Aided relocation to temporary office by proactively coordinating all arrangements with landlord, IT, and HSE.
- Facilitated logistical transfer of Engineering Team office from head office to operations plant
- Offered training, administration, and management support to project, engineering, third-party contractors, and terminal teams for travel arrangements, billing, events, meeting minutes, and employee information
- Incorporated organizational procedures and policies into business office operations by monitoring and reviewing processes while applying cost-containment strategies
- Established and maintained relationships to ensure adequate office supplies and facilitated Public Relations Office (PRO) in conforming policies with UAE legislation and governmental affairs
- Analyzed and optimized finances, assured quality control, and verified certain procedures as defined in company's SOPs

Executive Assistant/Personal Assistant (PA) to President & General Manager

July 2004 –May 2009

British Petroleum plc (BP), Dubai, UAE

- Successfully organized visit of the UK CEO and Chairman in Dubai by finalizing entire itinerary and schedules including arranging highly confidential meetings/conversations with all Executive Vice Presidents of DMG
- Achieved highest possible degree of accuracy and confidentiality maintaining/enhancing company's reputation, especially the GM office, while noting minutes of meetings for board of directors meetings
- Coordinated staff training retreats, international conferences, and other corporate events for major international executives
- Drafted agendas, and gathered/printed all necessary documents, while enabling seamless B2B communications worldwide, especially between UK, Dubai, and USA

Additional Experience

Executive Assistant to the CEO and Human Resources Manager, ENOC | EA to the CEO & General Manager / Office Administrator & Marketing Coordinator, Farbro Group | Executive Administrative Assistant, American University of Sharjah | Office Manager, Government of Ajman / Ruler Court Office | Personal Assistant, Government Relationship Executive, Receptionist, Welcare Hospital

Education

Bachelor of Business Administration in Management | The Business & Computer University College, Lebanon

2003

Professional Training & Certificate

Administrative Management

- Certificate In Administrative Management
- Management Skills for Administrative Professionals
- Advanced Executive Secretary & Personal Assistant Forum
- Franklin Covey Project Management
- Franklin Covey's 7 Habits of Highly Effective People
- Fast Notes – Make Quick Accurate Notes of Meetings, Phone Conversations, Or Lectures
- Time Management
- Developing Positive People Skills

Communication and Interpersonal Skills

- Communicating Effectively
- Interpersonal Communication & Working with Others
- Creating A Positive Work Environment Focused on Personal Growth
- Enhancing Your Interpersonal Effectiveness and Coaching Skills
- Difficult Conversations
- Enhancing Your Personal Effectiveness at Work
- Positive Power & Influence

- Interpersonal Relations and Motivation /Managing Work
- Solutions That Last

Teamwork and leadership

- Developing Skills for Working More Effectively in Teams
- Leadership & Office Management/Communication for Results
Managing Conflict, Summary, Review, And Action Planning
- Leading Change
- Managing Essential: Effective Performance Coaching Session
- First-Level Leadership Training

Problem-solving and Decision-Making

- Problem-solving and Decision-Making, Managing Change, Effective Selection, And Recruitment Techniques
- Strategic Thinking Techniques to Transform the Way You Approach Your Everyday Tasks
- Relative Response Training in Case of Emergencies

Stress Management and Wellness:

- Stress Management

Technology and Technical Skills

- Technical Fundamentals and Administration of Documentum
- EMC Documentum Fundamentals & Administration