

Ramila Rina D'souza

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OBJECTIVE

Administration Manager with 14+ years of track record and proven multi-tasking organizational abilities; identifying, planning, implementing and developing Strategies and systems. My aim is to live by the corporate ethos of performance. Given an opportunity, I'm confident of putting my tenacity, knowledge and enthusiasm to use for the benefit of the organization and society. Agreeing formats, timescales and completing projects within set deadlines and budget, ensuring all activities meet and integrate with organizational requirements for quality, health and safety, legal stipulations, environmental policies and duty of care.

KEY ACCOMPLISHMENTS

Successfully managed transportation for

- Omega Ladies master and Dubai Desert Classic for the last 7 years.
- Chanel Fashion show in 2014.
- Laureus Awards held in Abu Dhabi for 2010 - 2011
- VIP weddings Mittal Wedding, Eurostar wedding.
- VIP guest at the Sport Accord event in 2010.

EDUCATIONAL QUALIFICATION

Bachelor of Commerce – 2003, Mumbai University
Diploma in Computer Applications

TRAININGS ATTENDED

Fire Fighting Training
Advance MS Office (Word, Excel & Power Point)
Report Writing
Communication Skills

SKILLS

Good Interpersonal communication
Time management
Efficient Orator
Handling multi-tasking

PROFESSIONAL SUMMARY

AL FAHIM GROUP, ABU DHABI – UAE
(AUTO ROUTE DUBAI BRANCH)
APRIL 2017 – MAY 2019
LEASE SALES & Office Administrator

Key responsibilities:

- Introducing Mercedes Lease product to customer
- Uploading customer data on Gateway system and signing of contracts
- Achieving sales target within the defined time period
- Managing the vehicle delivery process
- Managing return process at the end of lease and closing customer contracts.
- Ensuring client retention with zero customer complaints
- Complete Office Administration and uploading RTA documents on registration and de-registration.

GARGASH ENTERPRISES LLC, DUBAI - U.A.E.
(SIXT RENT A CAR DIVISION)
APRIL 2016 – MARCH 2017
ADMINISTRATION MANAGER

Company Profile

Gargash Enterprises are the sole dealers for Mercedes Benz vehicles in Dubai, Sharjah and Northern Emirates. SIXT is an international car rental franchise owned by Gargash Enterprises here in UAE.

Key Responsibilities:

- Efficiently handled traffic fine management within Inter-department of SIXT.
- Timely preparation of fine invoices, debt collections and promptly responding to customer requests.

- Achieving the defined target of 90% for recovery of fines.
- Delegation of duties to my team to manage HR and Payroll activities.
- Acquired top corporate client – Daimler Middle East with a fleet of 387 vehicles.
- Entrusted with the responsibility to place car orders on the Daimler's – GO Access system

JULY 2012 – MARCH 2016

LEASING SPECIALIST & EXECUTIVE ASSISTANT TO THE GM

Key Responsibilities:

- Fleet management of 450 Mercedes Benz cars for corporate customers.
- Responsible for Procurement related activities - LPO creation, Vendor management and CAPEX/OPEX Purchases
- Managed business travel and hotel bookings for Managers.
- Appointed as "Health and safety" representative of the department to ensure strict compliance as per company regulations.
- Handled vehicle registration and reservation process for Spot, Lease, Limo fleet.
- Proactive involvement in the pre delivery Inspection of vehicles and ensuring timely delivery to the customers.
- Handled bulk registrations for events such as Laureus Awards, Formula 1, Golf tournaments & Chanel fashion show.
- Responsible for all HR and Payroll related activities for the department.
- Proven track record of achieving the defined targets related to registrations.

MAY 2008 – JUNE 2012

FINANCE & VEHICLE LEASING EXECUTIVE

Key Responsibilities:

- Launched SIXT leasing under the supervision of the General Manager
- Active participation in generating new business for SIXT across UAE region.
- Acquired key clients – Burj Al Arab, Atlantis, Deutsche Bank, Grand Hyatt, Sabic, Daimler etc
- Ensured the retention of all the key clients over the years.
- Handled customer complains promptly and efficiently.
- Attended periodic client meetings to ensure customer satisfaction.
- Liaise with various business partners – Insurance, Banks to ensure timely payments and other customer queries are responded.
- Managed overseas International Car rental reservation via SIXT software Tiger and Holiday cars.
- Actively provided customers and companies with the SIXT privileged & corporate cards.

GARGASH ENTERPRISES LLC, DUBAI, U.A.E.

JUNE 2006 – APRIL 2008

FINANCE & INSURANCE EXECUTIVE

Key Responsibilities:

- Managed STAR programs and finance between customers and approved banks
- Timely renewals of the STAR program with a success rate of 80% consistently.
- Dealt with insurance companies and other bank authorities to cater to customer requests efficiently.
- Prepared of Monthly Sales MIS reports to be presented to the Management.
- Managed the entire process right from receiving the LPO till the car is invoiced internally.
- Actively managed sales competitions during Ramadan and special offers.
- Ensured that the outstanding payments are collected within the defined target.
- Preparation of F& I sales commission for all sales team for all branches in UAE
- Secretarial duties and making travel and hotel arrangements for the Manager.

ALDERLY COATINGS, DUBAI - U.A.E.

DECEMBER 2003 – MAY 2006

OFFICE ADMINISTRATOR & ACCOUNTANT

Key Responsibilities:

- Responsible for day-to-day procurement related activities.
- Actively involved in maintaining the ISO 9001 certification.
- Assisted in maintaining the documentation related to JAFZA and creation of gate passes, travel arrangements for managers.
- Handled payroll activities – overtime calculation, salary payout etc
- Monthly tally of petty cash

LANGUAGE SKILLS

English, Hindi, Konkani & Marathi

PERSONAL DETAILS

Date of Birth	28 th November 1981
Nationality	Indian
Marital Status	Married
Driving	Valid UAE Driving License (LMV)