



## UROOJ LODHI

Office Manager/ Executive Secretary

Seasoned and experienced professional with extensive experience and a thorough understanding of office Administration and Operations. Managed multiple roles in a career span of 20+ years in Saudi Arabia that includes but not limited to are Office Management, Operations, Finance, HR Activities, and Logistics. Rich exposure in Business Functions and local compliance.

Goal-driven performer with a strong work ethic and integrity with excellent communicating, Influencing, problem solving, decision making, planning and execution skills, and a perfect team player seeking a challenging position to execute and deliver outstanding results aligned with corporate goals and objective.

### Email

lodhiurooj@gmail.com

### Address

Jeddah, Saudi Arabia

### Phone

+966551298339

### Date of birth

12-25-1969

### Nationality

Indian

### Link

<https://www.linkedin.com/in/urooj-lodhi-6a94aa17/>

## Experience

Jeddah, Saudi Arabia  
March 2015 - Present

### Office Manager/ Executive Secretary Sejel Technology Co. Ltd.

**Company Profile:** *Sejel is an established limited liability company focusing on Information Communication Technology (ICT) Management Consultancy. Sejel Services includes IT Management Consultancy, Enterprise integrated technology solutions, and Turnkey solutions, and other IT services like cybersecurity and Big Data analyses.*

#### **Key Responsibilities:**

- Managing CEOs office, coordinate with his direct reports, overseeing smooth and efficient running of all business functions of the office
- Liaison between senior management, employees, and clients to ensure proper lines of communication, addressing problems and issues requiring immediate attention and resolve the same with appropriate actions.
- Coordinating for all recruitments formalities between management and HR.
- Identifying the training and development needs of staff and reporting to management.
- Implementing company policies and ensuring employee compliance.
- Recommending changes in office practices and procedures if needed.
- Schedule and organize meetings within and outside the offices.
- Arrange domestic and international travel, supervise, and monitor logistics during travel.
- Manage Executive Office service: The Executive Office with its luxurious car service escorts its VIP members to and from the terminals until the Aircraft and unique service at passport control counters to the comfortable Luxury lounges.
- Control the movement of company cars and drivers and maintenance.
- Maintain confidentiality, which is a very essential part and extensive follow up on projects.
- Prompt and efficient handling of tasks.
- Consistently met my short and long-term targets.
- Handled customer complaints with empathy and composure.
- Proactively participated in meetings and helped create new practices.
- Answered calls, responded to emails, and spoke with clients face-to-face.
- Processed a range of documentation and entered information into databases.
- Trained, coached, and supervised new staff members.
- Accurately handled large amounts of money on the cash register.
- Pitched ideas on how to improve performance and efficiency.
- Helped management to identify workflow issues and find solutions.
- Supervised and delegated tasks to a team of [12] people.

Jeddah, Saudi Arabia  
January 2010 - January 2015

### Office Manager/ Executive Secretary Red Bull GmbH

**Company Profile:** *Inspired by functional drinks from the Far East, Dietrich Mateschitz founded Red Bull in the mid 1980s. He created the formula of Red Bull Energy Drink and developed the unique marketing concept of Red Bull. In 1987, on April 1, Red Bull Energy*

Drink was sold for the very first time in its home market Austria. This was not only the launch of a completely new product, in fact, it was the birth of a totally new product category. Today Red Bull is available in 171 countries and over 75 billion cans of Red Bull have been consumed so far.

**Key Responsibilities:**

- To manage the Country Managers office and his direct reports. Complete support to the country manager, which includes:
- Communication on his behalf to the direct reports.
- Travels and logistics arrangements
- Coordinate with the offices in HQ, Middle East and Asia Pacific.
- Help the team in understanding and adhere to Policies & Procedures.
- Collect the teams calendar, consolidate it, and monitor its compliance.
- Proper, precise and time bound information to be collected and sent across the offices nationally and internationally and in particular to the Head Coach in Dubai..
- Take timely decisions for different matters, in the absence of country manager, such as, urgent travel requests, expenses, reservations and appointments etc.
- Sports and Events tracking all over the kingdom, and update accordingly locally and to the regional office in Dubai.
- Complete track of new recruits, from conducting interviews to providing demand letters, taking care of their original documents, getting transfer of sponsorships, and logistics for them until they get on board.
- Maintain a file for each employee with all the documents, LOI, Global code of business conduct, and IDs.
- Maintain confidentiality, which is a major part, and core responsibility, which has to be efficiently taken care of.
- Specific and strict on deadlines, extensive follow-ups with the team in meeting deadlines of special tasks and events.
- Performance Reviews close coordination, scheduling the whole team with their line managers, collecting all electronic files, and presenting to the country manager.

**Extended Support to the Sales Director and Team:**

HeadCount update, Organizing sales meeting across the kingdom in different cities and attend those, preparing agendas & Presentations, filtering CVs for fresh recruitment as per required positions, Recruitment & New Hiring process, Managing the system for upgrades and adjustments of sales positions & salaries. Transferring between branches, terminations, upgrades, and follow up process, Support in sales contracts formalities, assisted sales personnel in their personal and official needs, such as medical insurance, company letters, credit notes for different customer accounts etc.

**Finance Support:**

- Accounts operation and database management.
- Constant monitoring and updating of fixed assets register.
- Supervising of custom payments and freight.
- Monthly report supervision
- Preparation of proposed budget and projected cash flows for the forthcoming year
- Assumed the responsibilities of bookkeeping, debtors and creditors management, credit controlling, maintaining accurate cost centered income and expenditure and overall accountancy in the company Monthly reports, Accounts statement reconciliation, BRS, and expense reports

**Key Accomplishments in Red Bull Saudi Arabia:**

- Successfully accomplished Red Bull Air Race event in Abu Dhabi in the year 2010 & 2013 respectively.
- Complete Support to the Sales Director and his Team: Vast exposure to most of the business functions.
- Finance Support: Supporting in Finance Activities and getting exposure in this area as well, which is also a bridge to sales, dept. to get the accounts smooth and running.
- Regular support of Red Bull events nationally and internationally throughout, Car Park Drift in KSA and the Middle East, Winning 5, Flugtag in Dec 12, and other supporting events.

Jeddah, Saudi Arabia  
January 2008 - December 2009

PA to Executive Director

**Emaar The Economic City**

**Company Profile:** *The sole regulator of KAEC is the Economic Cities Authority (ECA), headquartered in KAEC. With a comprehensive scope and a wide spectrum of incentives for investors and residents alike, ECA offers privileged regulations, including: 100% foreign ownership for individuals and organizations, seaport and bonded zone regulations, and ease of access to permits and licenses related to residing, working, operating businesses, and owning and managing properties.*

**Key Responsibilities:**

- Manage the calendar of ED, arrange business trips and monitor the vacation schedules of the staff.
- Attend Meetings, take meeting minutes and distribute among the attendees.
- Preparing of the meeting agendas and distribution among the attendees prior to the meetings.
- Maintain confidentiality of the top level Issues, Documents, Reports and related matters.
- Arrange for trainings, Forums, Seminars, complete the visa formalities whenever required.
- Arrange visit visas coordinating with Govt. Relations Department for visitors who would visit EEC.
- Raise purchase requests with Oracle for items used in office, new contracts, and agreements with outsourcing companies for different works, get related approvals coordinating with Contracts and finance department.
- Dealing with the company hired consultants for their coordination with the Division Director, their requirements, arranging kick-off and coordination meetings, collecting reports and studies, and providing to the Department head.
- Excellent communication and personnel management skills.
- Communication and Follow up with Internal and External customers on different official proceedings, and make sure that the task/assignment is complete.
- Initiating Business Value Forms for new contracts with sub-contractors, Consultants, circulate for the necessary management approvals and load it on Oracle program.
- Logistics arrangements on the executive's visit to the site in The Economic City.

Jeddah, Saudi Arabia  
January 2002 - November 2007

Executive Secretary to Plant Manager

**Saudi Arabian Japanese Pharmaceuticals Co. Ltd.**

**Company Profile:**

*SAJA is a joint venture between the premier Saudi healthcare company Tamer industries and two of the leading Japanese Pharmaceutical companies, the Japanese Partners which are Daichi Sankyo Company Ltd, and Astellas Pharma Inc.*

**Key Responsibilities:**

- Performing Executive Secretarys duties which includes:
- Arranging meetings, arranging Business trips & Training trips for employees, from the point of getting visas, correspondence with Embassies / Consulates, furnishing with all requirements in co- ordination with Administration Dept. for visa purpose, Air travel, Travel Insurance and Hotel reservations etc.
- Obtain proposals from different companies for different areas, such as: Travels, Landscaping, Janitorial Services, Security, Pest Control, Maintenance, and study the proposals for each area from different companies, evaluate the services provided considering the cost and quality of services, and therefore recommending to higher authorities for contract agreements.
- Checking and forwarding of invoices to Accounts Dept., from contractual and non-contractual companies.
- To monitor deductions on employees from medical and travel area.
- For new employees, formalities from the point of conducting interviews in their respective countries and until they land in K.S.A. and join the office. Arranging for their PTA Air Tickets and hotel arrangements.
- Preparing meeting agendas and distributing to the meeting attendees.

Jeddah, Saudi Arabia  
January 1997 - December 2001

### Project Secretary

#### Freyssinet Saudi Arabia

**Company Profile:** FREYSSINET SAUDI ARABIA CO. LTD. (FSA) was founded as a limited liability company in 1978 by H.E. the late Sheikh Kamal Adham. The company has built on its original expertise and has developed a highly regarded reputation for the adaptation of precast and pre-stressed concrete alternatives in place of conventional structures.

**Key Responsibilities:**

- Reporting to the Project Manager.
- Arranging and filing the project related documents.
- Making the monthly construction progress reports for the Project Manager and Consultants.
- Handling all the expense invoices and forward to the Accounts Department.
- Regular secretarial duties
- Self correspondence with various suppliers.
- Generating the project status report using Sure Track Project Manager and forwarding to the Project Manager for the update.
- Preparing weekly and Monthly reports for the consultants.
- Managing general site requirements.

Jeddah, Saudi Arabia  
February 1995 - November 1996

### Administrative Assistant

#### Zahid Tractors & Heavy Machinery Co. Ltd.

**Company Profile:** In 1943 the late Sheikh Mohamed Mahmoud Zahid founded M.M. Zahid representing General Motors as its first business.

**Key Responsibilities:**

- Reporting to the Division Manager.
- Worked on AS400 Main Frame, for booking, confirming, and deliveries of Lift Trucks for the customers.
- Handling the sales and delivery of Lift Trucks and Hand palette trucks.
- Preparing the monthly and weekly sales reports using the AS400 mainframe.
- Arranging and filing the documents.
- Coordinating with the warehouse for the release of lift trucks upon sale.
- Regular tracking of the availability of the Caterpillar lift trucks of different models on the system for the sales team update.

## Skills

- Teamwork
- Problem-Solving
- Customer service
- Leadership
- Public speaking
- Handling conflict
- Mentoring
- Office administration
- Multitasking
- Confidentiality
- Pro-active
- Prompt and Disciplined
- Account Management
- Project Coordination
- Policies and Procedures
- AR and AP Handling
- Technology Adept

## Languages

**English**  
Advanced

**Arabic**  
Advanced

**Urdu**  
Advanced

**Hindi**  
Advanced

**Telugu**  
Advanced

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## Education

Hyderabad, India  
1989

● B.Com.  
Osmania University

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## Certifications & Courses

### **Meirc Certifications:**

**Successful Skills For Office Managers (Held In Dubai)** Attended this program in Oct. 26 Oct. 30, 2008, which was held in Dubai. Very helpful and effective training emphasizes different areas such as Internal and External customers needs Time and stress management, Planning, Improving credibility, Setting goals and priorities handling complaints and giving exceptional service, identifying and eliminating timewasters a starting and planning improvement initiative goals are few to mention.

### **Meirc Certification:**

**Interpersonal & Interdepartmental Communication:** Attended this program in May 2008, organized by Meirc Training & Consulting. This program goes with its title and guides and enhances the communication skills of all means. Personally Telephonic and Written Form (emails/letters) how to address different matters in different scenarios and within and outside of Departments.

### **CIPD Certification:**

#### **Performance Management Skills:**

The Chartered Institute of Personnel and Development (CIPD) is the professional body for those involved in the management and development of people.

Attended this workshop in January 2008, organized by U.K. based, CIPD Enterprises. This workshop updates on better interaction with line manager and Management pertaining to feedbacks on performance and other office activities.

### **AMADEUS Certification: Basic & Advance**

Recently took training on the Amadeus platform for airline ticketing, to have in-depth knowledge of travel costs.

### **WORLDSPAN GDS Travel port: Leading travel commerce platform**

### **SABRE Global travel platform.**

### **POST GRADUATION DIPLOMA IN COMPUTERS APPLICATIONS.**

Possess excellent command on Microsoft Windows and Microsoft Office-based Applications (MS Word Excel, Power-Point, Publisher, etc.).

### **Microsoft Certificates of Excellence:**

1. Microsoft Certified Professional.
  2. Microsoft Certified Systems Administrator.
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