

# Rakhi Thampi

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CORPORATE AFFAIRS & BUSINESS SERVICES | SR. ADMINISTRATIVE | EXECUTIVE ASSISTANT  
*A result-oriented professional targeting assignment in **General Administration, Business Services and, Global Office Management** with an organisation of high repute*

*Highly motivated self-starter, good team player offering excellence in organising and prioritizing daily workload using efficient planning skills, delivering work beyond the call of duty, and providing outstanding executive support to Senior Leadership / Top Management*

CORE COMPETENCIES	PROFILE SUMMARY
<b>Top Management Support</b>	<ul style="list-style-type: none"><li>A Senior Level professional with over <b>20 years</b> of experience in leading the <b>administrative functions</b> that include business support, general administration, Executive office Management, and coordinating Business Services</li></ul>
<b>General Administration</b>	<ul style="list-style-type: none"><li>Excellence in <b>providing executive level administrative support to C-suite</b>, managing end-to-end corporate affairs &amp; business services functions, coordinating with functional heads to ensure timely submission of reports on financial analysis, customs duty, royalty workings, cash flow forecast, treasury, and bank facilities &amp; various government relations documents</li></ul>
<b>SAP &amp; ESS Portal</b>	<ul style="list-style-type: none"><li>Qualified <b>Global MBA - International Management from Swiss Business School, Switzerland and HR &amp; Administrative Course from Nadia Institute, UAE</b> with excellence in managing entire general administration activities</li></ul>
<b>Corporate Affairs &amp; Business Services</b>	<ul style="list-style-type: none"><li>Excellence in providing support to the office of the Executive Director and the Finance department with minimum or no supervision. Global experience in coordinating the <b>Corporate affairs and Business services functions</b> in UAE, Iraq, Africa, Kuwait, KSA, USA, Brazil and Lebanon.</li></ul>
<b>Reports, Agreements &amp; Documents Compilation</b>	<ul style="list-style-type: none"><li><b>SAP &amp; ESS Portal:</b> Gained exposure working on SAP that include processing travel expense claims, leave applications and ESS portal that include MEDEX claims, expense claims queries, local and overseas purchase order queries</li></ul>
<b>Remote COVID 19 Crisis Management Office Management</b>	<ul style="list-style-type: none"><li>Collation and <b>compilation of reports</b> and presented the same to the top management</li></ul>
<b>Global Coordination</b>	<ul style="list-style-type: none"><li>Trained in Advanced Excel in <b>preparing reports and completed training on Introduction to Neuro Linguistic Programming (NLP)</b></li></ul>
<b>Coordinating MIS &amp; Reporting</b>	<ul style="list-style-type: none"><li>Capable of delivering on <b>administration activities</b> including executive desk planning, coordinating with Functional Heads &amp; Groups including record keeping, file maintenance, general administration and arranging meeting/events</li></ul>
<b>Cross-functional Co-ordination</b>	<ul style="list-style-type: none"><li>Expertise in global coordination, stakeholder reporting, cross-functional team coordination</li><li>Competent in assisting the Senior Management in day planning, adhering to compliance, meeting stringent deadlines, and managing critical requests</li><li>Attended day-to-day meeting, <b>generated business performance reports, documented and floated the MOMs with all stakeholders</b></li><li>Possess <b>capability of working on multiple tasks</b>; effective in managing business support functions in coordination with departments, vendors &amp; suppliers</li></ul>

## ORGANISATIONAL EXPERIENCE

### Gulftainer, Sharjah, UAE Executive Business Services

*A company that manages and operates the two modern Container Terminals (Sharjah and Khorfakkan) on behalf of Sharjah Ports Authority, Government of Sharjah, UAE ([www.gulftainer.com](http://www.gulftainer.com))*

**Jun'04 – Nov'20**

#### Role:

- Assisting the Office of the Group Executive Director & providing executive level administrative support to the Executive Director and the Financial department in highly confidential environment with minimum or no supervision
- Coordinating with Departmental Heads on the timely flow of documents associated with financial reporting, Tax, Zakat, VAT, budget process, forecast, credit control & treasury services

- Coordinating with business units on timely submission of documents to Executive Director's office for banking facilities, payroll services, custom duty, financial analysis, internal control, and systems analysis
- Communicating with Departmental Heads to provide timely updates on insurance / claims services, SP management, IT infra security, IT audit, ISO audit & IT applications
- Adhering to compliance, meeting stringent deadlines, and managing critical requests
- Coordinating with IT and other functional departments to submit timely update to the Executive Director on TOS/CRM, external audit management, CAPEX/ OPEX analysis
- Coordinating clarification raised by the Executive Director in the preparation, review, coordination, and execution of following documents
  - Monthly Management Information System, budgets, and quarterly reviews
  - Cash flow forecast and subsequent amendments for UAE and overseas locations.
  - Various audited financial statements, Letter of Representation, and subsequent event checklist
  - Treasury and bank facilities for the Executive Director and the Finance Dept.
  - Executive notes and Resolutions from the Executive Director's office for CEO, EXBO and BOD approvals.
  - Employee portals in the SAP
  - Contract approval forms
  - Manpower and payroll input forms
  - Government relations documents
- Providing administration support to prepare correspondences, reports, Minutes and Action points on a timely manner
- Organizing meetings, travel arrangements and coordinating with the travel desk
- Compiling various reports, agreements and documents prepared by the Executive Director for Banks, Auditors and other office locations in UAE and outside UAE
- Compiling materials for the Executive Board pack by coordinating with the various departments / divisions
- Maintaining a well-organized and updated filing system that include confidential documents viz. Concession Agreements with Port Authorities, Agreements with Shipping Lines, Banking facilities and arrangements, IT agreements, Company's, and other affiliates' documents
- Accountable for maintaining BOD / Executive Board resolutions, Audited Financials since inception of the company, top management personal files, general correspondence files
- Liaising with top management personnel while maintaining confidential and sensitive information
- Establishing cross-functional coordination with different departments under Business Services and liaising with the department heads
- Gathering and sharing relevant information on a time basis and sharing own ideas that may be relevant to other members of the team
- Supporting the top leaders remotely during Covid19 Crisis using Zoom Meetings, Webex, online tools & resources smoothly
- Coordinating with stakeholders, clients, and departmental heads for all administrative activities

**Arabian Publications Inc., Dubai, UAE**

**Jun'01- Jun'04**

**As Secretary - Account Assistant**

*Publishers of the prestigious reference book in the oil and gas industry such as The Gulf Oilfield Directory and other business directories and publications*

**Role:**

- Reported to the General Manager all secretarial and administrative functions while managing the entire correspondence, upheld office records & processed reports
- Managed travel arrangements and anticipated work requirements based on priority and instruction
- Assisted and contributed in accounting functions and supported the sales team in **UAE & other GCC states**
- Scheduled daily appointments, facilitated sales processing, advert proof and payment follow ups, data management and analysis reports preparation for management

**Albatross Shipping Co. LLC, Dubai, UAE (A division of Orient Express Lines)**

**Jul'98 – Oct'00**

**Secretary - Customer Service Assistant**

**Role:**

- Undertook administrative functions for the Container Division Department
- Performed as Customer Service Assistant to the Export Division
- Attended customer inquiries on vessel and cargo arrival and departure

**Online Instruments Pvt. Ltd., Cochin, India**

**Dec'96 – Feb'98**

**As Customer Coordinator**

**Role:**

- Coordinated sales activities, handled bookkeeping, assisted in the data entry of sales and local purchase
- Addressed all customer calls while administering routine secretarial works.
- Updated & maintained customer records, prepared invoices for chargeable works and in communication with supervisors to get all jobs done accordingly

**First Computers, Cochin, India**

**Nov'94 – Sep'96**

**Academic Counselor**

**Role:**

- Counselling students on academic progression and concerns
- Delivered presentation of courses to various educational institutes and accomplished corporate training programs

## ACADEMIC DETAILS

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- Global MBA - International Management, Swiss Business School, Switzerland in 2017
- Human Resources & Administrative Course, Nadia Institute, Sharjah, UAE in 2008
- Diploma in Computer Programming & PC Applications in 1996
- Bachelor of Science, Mahatma Gandhi University, Kerala, India in 1994

## TRAININGS ATTENDED

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- Introduction to Neuro Linguistic Programming (NLP) - (In-house training by Gulftainer) - 2017
- Mandala Drawing - A workshop to creatively aid Stress Management (In-house training by Gulftainer) - 2017
- Microsoft Excel 2010 Advanced (ExecuTrain) - 2016
- Time Management - Identifying Priorities (In-house training by Gulftainer) - 2016
- Performing for Excellence (In-house training by Gulftainer) - 2016
- Emergency First Aid at Work (Eurolink Safety) - 2014

## IT SKILLS

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- SAP & ESS
- MS Word, MS Excel, MS Power Point, Internet & E-Mail applications

## PERSONAL DETAILS

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**Date of Birth** : 4<sup>th</sup> April 1974  
**Nationality** : Indian  
**Visa Status** : Employment Visa  
**Driving License** : UAE (Since 2002) + Own Car  
**Languages** : English, Hindi, Malayalam & Tamil