

# SHAHZRAD GHAFOORI

Senior Executive Assistant

Dubai, UAE.

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Nationality: Persian, Raised in UAE.

Date Of Birth: 12/04/1994.

Visa Status: Employment Visa.

Marital Status: Single.

<http://www.linkedin.com/in/shahrzad-ghafoori>



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Dependable and devoted Senior Executive Assistant with 10+ years' diverse experience across legal, hospitality, healthcare, software, and technologies trading industries. Highly organized to manage business office functions, provide executive-level support, and facilitate smooth operations and successful project deliverables. Seeking an opportunity to utilise my skillset and experiences in a way that would be beneficial to my employer and me.

## EXPERIENCE

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### Senior C-Level Executive Assistant

May 2021- Present

Royal Lotus Encryption Software Trading LLC

- Reduced inventory preparation time by 80% by creating a logistics file template to archive company purchases and revenues.
- Managed, reviewed, and signed all defence travel orders and vouchers by supervising a budget of over AED 1.2M.
- Performed over 10 functions as Office Manager, including running the front desk, ordering and monitoring office supplies, generating and preserving confidential files, and drafting and revising business correspondence.
- Designed a strategic plan based on market trend research and competitor analysis, achieving success in accelerating the business decision-making of C-level managers, the CEO, and vice presidents by 50%.
- Executed +500 meeting coordination from start to finish; generated calendar invitations, booked conference rooms, ordered catering and prepared meeting agendas.
- Interacted with internal and external contacts and increased company business efficiency by 75%.
- Prioritized and managed + 60 projects simultaneously and followed through on issues promptly.
- Maintained attendance and scheduled vacation days for 50 salaried employees using Excel.

## **Senior Executive Assistant**

Mar 2019- Mar 21

Surface Medical Aesthetic Centre

- Provided comprehensive administrative support to the Senior Vice President and 3 Managers and +20 Specialist Doctors including patient appointment management, billing and collections, office administration, and customer service.
- Screened and answered +1000 telephones and directed inquiries to the Executive Vice President's office and Aesthetics Surgeons as proper.
- Oversaw a team of 30 beauty therapists; creating and marketing over 20 new beauty packages that increased clinic efficiency by 65%.
- Developed an electronic file management system to maintain patient files, resulting in a saving of AED100k.

## **Event Manager**

Mar 2018- Mar 19

Grand Excelsior Hotel Deira

- Liaised with clients to discover their exact event requirements, resulting in 40% greater productivity.
- Supervised a team of +20 staff, including event planners, designers, caterers, etc., achieving an 80% increase in quality to deliver the best event.
- Ensured that income targets and budgets for the events unit meeting by 100%.
- Restructured +10 event ads with the same design, reducing seasonal expenses by AED50k.
- Achieved 93% "extraordinary" ratings in planning service evaluations, indicating high levels of client satisfaction.

## **Senior Executive Legal Assistant**

Mar2015- Mar 18

Bayat Legal Services

- Coordinated daily office functions up to 100%, including client case management, monitoring billing and accounts payable and receivable for better company performance.
- Created eye-catcher strategy by planning and attending +100 board meetings, conferences, and events.
- Travelled overseas to present the business' essence to international clients; completed +15 client cases; and acquired +35 new contracts.

## **Tour Manager**

Mar 2012- Mar 15

Sun and Sand Tourism and Travel agency

- Analysed travel plan promotions to offer 40% greater customer service.
- Oversaw +150 tourism tours for locals and tourists, including all logistical details, such as transportation, lodging, sightseeing, meals, etc.
- Proposed solutions to touring member concerns and difficulties, topping customer satisfaction by 60%.
- Negotiated contracts with hotels and buses for tour packages, resulting in a profit of around AED 500k in all annual contracts.
- Created a chart to archive all tour-related data, simplifying access to the annual expenses account by 50%.
- Implemented long-term relationships with +50 regular customers that often turn into repeat business.
- Completed more than 70 tourism trips and lived on a tour bus for the entire tour.

## EDUCATION

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### **BBA, Bachelor of Business Administration in International Business**

May 2014- Jul18

CUD, Canadian University Dubai

- Pursued a passion for international marketing and accounting strategy.
- Excelled in International Business law and ethics.
- Global Supply Chain Management, International Trade, and Policy, International Human Resources Management.

### **B.A. Bachelor of Arts in Architecture**

May 2010- May 14

FEU, Far Eastern University Philippines

- Artfully Creative Award
- Architectural Visual Communications, History of Architecture, Architectural Design, College Academic Skills in English, Purposive Communication, Applied Ethics in Contemporary Times.

## SKILLS

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### **HARD SKILLS**

- Fluent English- IELTS score 8.5
- Farsi Language (Native)
- UAE Driving License
- Microsoft Excel
- MS Office
- Photography
- Swimming

### **SOFT SKILLS**

- Leadership
- Phone Calls
- Presentation
- Compassion
- Self-Direction
- Time Management
- Problem Sensitivity
- Interpersonal Skills
- Administrative Skills