

Vidisha Shah

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Experienced administrative and secretarial professional with 18 years of proven expertise, seeking dynamic career opportunities with a respected organization.

ACADEMICS:

B.A. (Economics) - St.Xaviers college (2002 to 2005).

Pursuing MBA – Narsee Monjee Institute of Management Studies in HR Management

EXPERIENCE: Total 18 Years

PROFESSIONAL EXPERIENCE:

Organization	:	Accor Hotels
Designation	:	Executive Assistant to Senior Vice President – Operation- India & South Asia & Vice President – Development – India & South Asia
Department	:	Operations & Development
Duration	:	July 2022- Till date

Key Responsibilities:

○ Administrative Leadership and Strategy:

- Spearheaded the development and implementation of streamlined administrative systems and procedures.
- Directed and supervised administrative staff in executing operational plans, ensuring alignment with organizational objectives.

○ Operational Management:

- Developed and executed operational plans, monitored key performance metrics, and provided strategic insights to the SVP for decision-making.
- Coordinated EXCOM, associates, Owners and stakeholders associated with the company, fostering collaboration and maximizing productivity.
- Managed schedules, deadlines, and resources to ensure seamless administrative functions.
- Prepare the relevant materials for all meetings attended by the SVP Operations and VP Development.

○ Facilities and Services Management:

- Led a team of professionals and third-party service providers to deliver administrative responsibilities in compliance with policies and regulations.

○ Financial Management:

- Developed, tracked, and managed the budget, optimizing capital and operating expenses to achieve cost reductions and efficiencies.
- Prepared, submitted, and maintained budget reports, ensuring compliance with financial regulations and facilitating audits.

○ Communication and Stakeholder Engagement:

- Facilitated the smooth flow of information within the organization, fostering collaboration and coordination among various departments.
- Built positive relations with stakeholders at the organization and external parties, promoting a culture of service excellence and ensuring stakeholder satisfaction.

○ Event Coordination and Documentation:

- Scheduled and organized meetings/events, maintained agendas, and kept minutes for future reference, supporting internal meetings on the weekly and monthly basis.

- Provided administrative support to the Office of the Operation and Development team, ensuring efficient communication and documentation of administrative tasks and decisions.

Organization	:	Marriott International
Designation	:	Executive Assistant – Legal Team
Department	:	Legal
Duration	:	Mar 2019 – July 2022

Key Responsibilities:

- Email: Read, categorize, forward and respond effectively.
- Assisting top management in terms of business letters and other business correspondence.
- Schedule appointments and maintain appointment calendars.
- Arranging meetings, taking minutes and distribute meeting minutes to appropriate individuals.
- Interacting remotely with people from foreign cultures.
- Event Management: Arranging both in-house and external events, office parties, management meetings etc.
- Document and communicate all guest requests/complaints to appropriate personnel.
- Vendor Management: Bookkeeping, payment of bills, research, price, and purchase of office supplies, whenever needed.
- Greet persons entering the office, determine the nature and purpose of visit and direct/escort to destination.
- Creating expense report post travels on Concur software
- Able to prioritize, manage time and work with deadlines.
- Devising and maintaining office systems.
- Liaising with staff in other departments and with external contacts.
- Keep check on Contractors like Housekeeping, Electrician, Plumber, Groceries and stationary personnel and Coordinate with their supervisor for any issue.
- Insurance and related coordination.
- Maintaining and Processing Invoices of Outside Counsel.
- Updating attendance, and keeping a track or record of leave and attendance for the further procedure by HOD,
- Good telephone etiquette. making and answering important phone calls effectively & courteously
- Assisting all India team with their day to day routine work.
- Dealing with authorities and Owners for smooth documentation, follow-ups and maintaining up to date records.
- Arrange business trips for the head of Legal and Development which includes ticketing, Visa, flight/hotel, and scheduling business meetings and other appointments.
- Travel for signing the Contracts and represent the Legal department.
- Assisting the India team of Lawyers for preparation and vetting of the Hotel Management and Business Agreements for all South Asia projects (India, Maldives, Nepal, Sri Lanka, Bangladesh, and Bhutan), drafting, reviewing, amending, analyzing, and business communications.
- Providing legal assistance to the Human resources team for employment matters and contract to draft for employment and other relating matters.
- Coordination with Legal consultant/liaisoning agencies in other countries for legal cases, dispute resolutions and preparation of contracts with travel agents as per local laws.
- Preparing signing authorities and assisting with pre-execution formalities.
- Following-up and completing post-signing process.
- Uploading of executed agreements on to the Software (Legal software) which enables viewing of signed agreements at any given point by all the offices across the World.

- Work with external legal counsels for preparation of a report after conducting due diligence.
- Co-ordination with headquarters in Bethesda, USA, and Hong Kong relating to Legal matters.
- Maintain E-Legal library and Legal Document Repository.
- Conducting legal research as requested.
- Handling the Legal invoice process.
- Coordinate with external agencies for the subscription of Legal Magazines/Journals.
- Plan, coordinate, and supervise all activities for the existing or new clients.

Organization :	Marriott International – JW Marriott New Delhi, Aerocity
Designation :	Executive Assistant
Department :	Administration
Duration :	Sept 2015 – Mar 2019

Key Responsibilities:

- Document and communicate all guest requests/complaints to appropriate personnel Good telephone etiquette. making and answering important phone calls effectively & courteously
- Email: Read, categorize, forward and respond effectively.
- Assisting top management in terms of business letters and other business correspondence
- Handling all the Administrative responsibility of the General Manager's Office.

Organization :	Marriott International- Courtyard by Marriott, City Centre, Pune
Designation :	Executive Assistant
Department :	Administration
Duration :	Mar 2015- Sept 2015

Key Responsibilities:

- Document and communicate all guest requests/complaints to appropriate personnel Good telephone etiquette. making and answering important phone calls effectively & courteously
- Email: Read, categorize, forward and respond effectively.
- Assisting top management in terms of business letters and other business correspondence
- Handling all the Administrative responsibility of the General Manager's Office.

Organization :	Marriott International- Courtyard by Marriott, Ahmedabad
Designation :	Executive Assistant
Department :	Administration
Duration :	Nov 2013- Mar 2015

Key Responsibilities:

- Document and communicate all guest requests/complaints to appropriate personnel Good telephone etiquette. making and answering important phone calls effectively & courteously
- Email: Read, categorize, forward and respond effectively.
- Assisting top management in terms of business letters and other business correspondence
- Handling all the Administrative responsibility of the General Manager's Office.

Organization :	Ishi System – USA based Software Development company
Designation :	Operation Executive
Department :	Administration
Duration :	July 2013- Nov 2013

Key Responsibilities:

- Handling queries related to any basic banking. Maintaining customer relations, co-ordination with clients, Execution and planning for teamwork, MIS reports-Daily, Weekly with Graphs, Maintaining Data for Various Process. Using a variety of software packages, such as Microsoft Word, Outlook,

Powerpoint, Excel, Access, etc., to produce correspondence and documents, and maintain presentations, spreadsheets and databases.

Organization	:	Purohit Construction Limited
Designation	:	Administrative & HR Executive
Department	:	Administration
Duration	:	Apr 2010- June 2013

Key Responsibilities

- Handling queries related to any basic banking. maintaining customer relations, co-ordination with clients, execution and planning for teamwork, mis reports-daily, weekly with graphs, maintaining data for various process. using a variety of software packages, such as microsoft word, outlook, powerpoint, excel, access, etc., to produce correspondence and documents, and maintain presentations, spreadsheets and databases.

Organization	:	Azure (Vodafone)
Designation	:	HR Assistance
Department	:	Administration
Duration	:	Nov 2009 - Apr 2010

Key Responsibilities

- Conducting interviews, recruiting candidates, pre/post recruitment formalities, Managing, sourcing and identifying the suitability of candidate CV, Making monthly salary statement, Organizing to structure and uniformly manage roles, training and development, organizational structure, workflow, and activities, customer service.

Organization	:	HDFC Bank Limited
Designation	:	Phonebanker
Department	:	Administration
Duration	:	Apr 2006 – Nov 2009

Key Responsibilities

- Handling queries related to any basic banking. maintaining customer relations, coordination with clients, Execution and planning for teamwork, MIS reports-daily, weekly with graphs, maintaining data for various process. Using a variety of software packages, such as microsoft word, outlook, powerpoint, excel, access, etc., to produce correspondence and documents, and maintain presentations, spreadsheets and databases.

LANGUAGE PROFICIENCY:

English, Hindi, Gujarati – Fluency – Read, Write, Speak.
French – Learning A2 Level.

PERSONAL INFORMATION

Date of Birth : December 24, 1985
Marital Status : Married

WORDS OF CONTEMPLATION:

I hereby declare that the information furnished above is true to the best of my knowledge.
Vvidishaa Shah.