

# MARY JANE PAREDES

Office Manager | Executive Asst | Business Support

## Contact

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## Profile

A hardworking individual with over 24 years of combined experience in office management and administrative support across various industries, including Information Technology, BPOs, Aviation, Government Relations, and Events, possessing extensive expertise in executive assistant, office management, and business support roles. My strengths lie in streamlining processes, leading teams to maximize productivity, and fostering professional relationships within organizations. I possess strong management skills, excel in building outstanding customer relationships, and have an entrepreneurial spirit essential for thriving in dynamic and ambiguous work environments. With a proven track record in effectively managing daily office tasks, such as staff coordination, petty cash handling, budget allocation, and task management, I am dedicated to delivering excellence in service. My passion lies in contributing, supporting, and making a positive difference.

## Information

Notice Period:

30 Days

Address:

Dubai, UAE

Visa Status:

Employment Visa

## Personal Skills

Business Correspondence

Relationship Building

Cultural Sensitivity

Teamwork & Collaboration

Customer Service

Resilience and Flexibility

Confidentiality & Discretion

Communication Skills

Strategic Planning

Attention to Detail

## Technical Skills

MS Office and SharePoint

ERP and CRM

HRIS System such as TER and ROS

SAP Software

Zoom, Google Meet, MS Teams

## Career History

### ● Executive Assistant

Expo Dubai Group

Jun 2023 - Present

- Coordinate appointments and meetings for the Executive Director, managing calendar with efficiency and professionalism.
- Assist in arranging travel plans, including itinerary preparation and logistics coordination, ensuring all required documents are prepared in advance.
- Prepare presentations, reports, and draft correspondence as necessary, while also managing other documentation.
- Collaborate with various departments within Expo, including Finance, Human Resources, Procurement, Sales, and Marketing, to ensure effective communication and coordination.
- Maintain a detailed archive of relevant documentation, ensuring that supporting materials are regularly updated, distributed, and easily accessible for each appointment.
- Manage expense reporting and process invoices and claims from vendors and suppliers promptly and accurately.
- Managing calendar of appointment, internal and external relationships, maintaining archives and ensuring a seamless, proactive and presentable office to stakeholders and other third parties

### ● Executive Assistant

Ernst & Young-EDGE, Abu Dhabi

Sep 2022 - May 2023

- Provide administrative support to the Project Management Office - Digital Transformation Team, including tasks such as project meeting scheduling and downloading meeting recordings.
- Manage the calendar and handle email correspondence from the shared PMO mailbox, ensuring timely action is taken on tasks with deadlines.
- Coordinate with Project Team Leads to address scheduling queries, rescheduling needs, and cancellation requests, utilizing available resources effectively.
- Maintain and update project resource data as required, including managing records of security clearances and SAP system access.
- Oversee the documentation of necessary artifacts on program document repositories for easy access and organization.
- Take the lead in drafting periodic workshop-related reports for Senior Management, ensuring accuracy and timeliness.

### ● Executive Assistant to Senior VP

Emirates Airlines, Dubai

Mar 2022 - Aug 2022

- Fulfill a dual role as an Executive Assistant to the Senior Vice President (SVP) and Administrative Coordinator for Network Operations.
- Coordinate with internal and external stakeholders to arrange and schedule visits efficiently.
- Prepare and update monthly rosters for Network Operations shift staff in close collaboration with VPs and Operation Managers, ensuring consistent patterns, full coverage, and timely publication, while monitoring roster changes and leave plans effectively.
- Maintain records of staff overtime, in-lieu time, sickness, absence, and leave, updating HR systems (TER, P2P, EOS, PR) accurately and promptly.
- Manage inventories of office supplies and stationery, ensuring effective control and timely replenishment.
- Support VPs, Department Heads, and Managers in maintaining calendars, organizing meetings, screening calls, and making travel arrangements as needed. Liaise with subordinates to ensure smooth communication and coordination.

## Expertise

Airline Operations  
Traning and Development  
HR and Office Administration  
Resource Planning & Roster Scheduling  
Database Management  
Business Support  
Professional Executive Assistance  
Project Coordination  
Compliance & Regulations

## Trainings & Certifications

- **Digital Media Marketing Certificate**  
Learners Point institute (2020)
- **Verified International Academic Qualification**  
World Education Services - Sep 2021
- **The Emirates Group Leadership Award**  
November 2017

## Education

- **SAINT PAUL UNIVERSITY**  
Master of Business Administration  
(M.B.A) Organizational Development  
Manila, Philippines (SY 2004-2006)
- **UNIVERSITY OF SANTO TOMAS**  
Bachelor of Science in Commerce,  
Business Administration  
Manila, Philippines (SY 1995-1999)

- **Senior Planning Coordinator**  
For Her Excellency Reem Al Hashimy, Expo 2020  
*Sep 2021 - Feb 2022*
  - Coordinate appointments and meetings for the Executive Director and CEO, managing their calendar with efficiency and professionalism.
  - Provide comprehensive administrative support to the Director General Office Planning team.
  - Manage the logistical arrangements/requests (transportation), accreditation and pavilion access for all VIP visits/tours and meeting.
  - Assist with resource planning and executive management.
  - Communicate Expo updates to relevant stakeholders and contribute to the development of policies and procedures of the Director General Office.
- **Training Planning Admin Coordinator**  
Emirates Airlines, Dubai  
*Mar 2015 - Sep 2020*
  - Perform comprehensive administrative duties for Flight Training Operations, focusing on preparing training plans and optimizing resource utilization based on manpower and training requirements.
  - Forecast resource training needs using an Excel-based system and collaborate with Planning Officers for training program analysis.
  - Coordinate long and short-term training course planning and scheduling, while tracking policy changes and assisting with procedural improvements.
  - Manage email communication and process training requests related to Pilot Training Forecasting and Cabin Crew Training Planning.
  - Maintain accurate records of training-related data including personal information, training progress, crew promotions, leave, rank changes, and resignations.
  - Communicate training information to crew members, instructors, and stakeholders via email and training management systems as necessary.
  - Assign crew members' training schedules in the Crew Management System based on advice from the Training Planning Team and/or Third-Party Training Provider.
  - Ensure crew training rosters comply with legal limitations set by GCAA UAE and company policy.
- **Crew Logistics Coordinator**  
Emirates Airlines, Dubai  
*Sep 2012 - Feb 2015*
  - Manage and update pilot and cabin crew personal databases, including license expiry, recurrent training, medical records, dangerous goods certifications, and crew qualifications such as SEP.
  - Regularly create and maintain personal training qualification records for newly recruited crew members, and manage deletions for resigned or retired crew on a monthly basis.
  - Coordinate the booking of approximately 300 flight tickets per week for crew positioning and deadheading, adapting to changes in standard flying patterns.
  - Generate various reports concerning crew ground activities and crew qualification validity and expiry.
  - Monitor training forms corresponding to completed courses for crew members and trainers, both internal and external, ensuring compliance with company and regulatory requirements.
  - Organize transportation for candidates (pilots) and newly inducted crew members for medical appointments, interviews, inductions, and office duties.
- **Senior Passenger Service Agent**  
Emirates Airlines, Dubai  
*Jan 2008 - Aug 2012*
  - Assist a minimum of 10 passengers daily with delayed, lost, or damaged luggage promptly.
  - Conduct primary baggage tracing actions in the World Tracer System following the reported date of mishandling.
  - Complete Property Irregularity Reports (PIR) for damage and pilferage cases, ensuring settlements are made according to airline policies and procedures.
  - Proactively trace all unclaimed baggage, including both tagged and tag-less items, utilizing computerized baggage systems effectively to minimize passenger inconvenience.
  - Regularly follow up with and update passengers regarding all mishandled baggage files created at the airport.
  - Provide cover for supervisory roles when operational demands require it.