***CV NO: 135882***



***Admin., Executive & HR Professional***

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| **Profile Synopsis** |

Versatile, Dynamic and Goal-oriented professional equipped with 10+ year’s record of delivering key significant contributions towards companies’ continued business growth. Demonstrated robust competency in directing wide range of duties in domains of General Administration, Recruitment, and Customer Service.

Administrative functions such as business correspondence, travel & hotel booking and update the management calendar.

Human Resource Management such as staff recruitment lasing with the recruitment agencies & social media. Preparing staff contracts and updating HR records on regular basis, updating leave records, issuing staff salary certificates , making Full and Final settlements of the staff.

Multitasking functions like customer services generating sales lead effectively manage large amounts of incoming calls, issue Proforma invoice, updating price list, coordinating with the clients related to follow up matters.

Prioritize job responsibilities, perform well under pressure, and maintain strict confidentiality of company records and surpass performance parameters. Desirous for continuous learning with good analytical, problem solving, decision making, organization, coordination, time management, communication and interpersonal skills; Seeks a challenging work profile where gained skills, experience and industry knowledge will have a valuable impact.

***Strengths:-***

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| * Gained 10+ years’ experience in diversified   industry   * Ability to multi-task and meet tight deadlines * Excellent team spirit & Leadership capabilities * Adaptable to dynamic business scenario * Organization and coordination capabilities | * Expertise: Admin, HR & Customer Services * Worked under pressure with ease * Strong communication & Interpersonal skills * Outstanding analytical & Problem solving skills * Confident – Dynamic – Vibrant Personality |

**Key Areas **

***Operations***

* Developing and implementing procedures, control systems for smooth and efficient operations related to **Facilities & Administration.**
* Activities related to Facilities Management of multiple floor premises to include work floors, common areas, break out areas, parking areas etc.
* Ensuring high quality services, resulting in customer delight and optimum resource utilization for maximum service quality.
* Activities related to office reception and guest management

***Human Resources***

* Recruitment, Talent Assessment, Negotiation, Business Alignment.

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| **IT Proficiency** |

* Windows , Lotus Note, Outlook
* Proficient in MS Office application (Word, excel, PowerPoint, Email applications & Internet)

**Career Snapshot **

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**Worked with Sunset Point Resort as Executive Assistant - January 2013 till November 2015**

* Responsible for providing an efficient and professional administrative to colleagues and supervisors to facilitate the efficient operation of the office.
* Meeting and greeting customers and visitors at the office.
* Monitoring inventory, office stock and ordering supplies as necessary.
* Updating & maintain the holiday, absence records of staff.
* Responsible for purchase orders.
* Raising of purchase orders and invoice tracking.
* Coordinate the office maintenance.
* Arrange local transport for adhoc, home drops, pickups, etc.
* General admin including Key Management, Stationery, Issuing POs, Bill clearances, events, etc
* Handling of Front Office and complete HR process from recruitment to hiring
* Management of Couriers -Sending and receiving couriers and giving it to concern person
* Perform Day-to-Day administrative tasks
* Scheduling & coordinating monthly staff meetings and taking minutes
* Filing of all documents and maintaining files
* Event coordination
* Vendor Management.

**Worked with IIHT as Senior Administrator from June 2011 till December 2012**

* Counselling students, Registering and scheduling batches.
* Co-ordination of administration and preparation for forthcoming training events.
* Close liaison and team work with training facilitators and advisors.
* Attend relevant training sessions and put own training into practice.
* Take ownership (from administration perspective) of files allocated, ensuring up-to date, neat and tidy. This involves partnership and team work with colleagues.
* Provide a welcoming, friendly environment and Meet and greet visitors/ students.
* Recognize internal and external students and understand their different needs.

**Worked at MYER – Sydney as Customer Service Representative (ESTEE LAUDER COMPANIES)-(Sydney - 2009-2011)**

* Greeting the customers
* Plan and coordinate all promotional activities targeting clients
* Trace relevant statistics about clients to up sell the products.

**Worked at Birkenhead Café as Customer Service Executive (Sydney - 2009-2011)**

* Schedule activities for guests
* Venue & Amenities selling
* Plan and coordinate all promotional activities targeting clients
* Trace relevant statistics about clients to up sell the services
* Coordinate and supervise all activities for guests
* Coordination & monitoring the event flow
* Meeting & Greeting planning as per the cultural & theme base needs upon arrival
* Occupational Health and Safety Responsibilities

**Worked with Manpower Professional as an Consultant from October 2007 till March 2009 (Mumbai) -Telecom Domain**

* Mapping the required space for a particular assignment for Telecom sector
* Short-listing the candidates matching the desired job requirements.
* Screening of candidate profile to shortlist candidate for the personal interview.
* Contacting available candidates through phone or email and briefing them on the position.
* Taking a complete brief of expectations from Clients, Business Managers
* Maintaining an updated E-war (Electronic weekly activity report) CCE tracker.
* Retrieving information/search lists required promptly. Consciously obtains information from Client and updates the Search List.
* Understanding the Business Company is associated with.

**Worked with ABN AMRO Bank as a Coordinator in Legal Department March 2006 till September 2007 (Mumbai)**

* Type agreements.
* Work on MS Office
* Coordinating with functional heads
* Schedule appointments and arrange meeting Handling of Basic Accounting, Office Administration
* Correspondence (inward and outward mail)
* Drafting letters, Reports

**Worked with Sunset Point Resort as an Office Assistant from March 2003 till February 2006.**

* Provide administrative and executive support within.
* Manage calendar.
* Plan customer meetings.
* Prepare reports, spreadsheets and presentations.
* Answering call and email and also replying them.
* Manage administration of accounts payable & receivable.
* Manage records and administer database.

**Educational Background **

* Certificate IV in Business from AICL College – Sydney
* Certificate II in Hospitality - RSA (Training Course Professionals – Sydney)
* Certificate – Coffee Skills (Training Course Professionals – Sydney)
* Bachelors of Arts.
* Diploma in Montessori (Early Childhood Education)

**Certifications & Training **

* Hire Craft hiring module
* Negotiating to Mutual Benefit \_Skill Soft
* Connect & Communicate \_Skill Soft
* Code of Conduct
* Security Policy Acknowledgement \_Training

**Personal Details **

D.O.B. : 22nd September, 1983

Nationality : Indian

Languages Known : English, Hindi, Marathi, Punjabi and Gujarati

Hobbies : Traveling, Listening music, Professional Tarot Reader.

Reference : Available upon request.