234640@gulfjobseekers.com

**PERSONAL PROFILE:**

* Resourceful and goal oriented
* Personal management, confidence, motivation to work towards goals, a sense of wanting to develop my career and take pride in accomplishments.

**CAREER OBJECTIVE:**

* To Grow and develop myself professionally in a challenging work environment
* To obtain a responsible position wherein I can fully utilise my knowledge and experience with the inclination and understanding that I have to explore new areas and acquire different kinds of skills, the working know-how while making a significant contribution to the success of my employer and justify my position in the working process.

**EMPLOYMENT HISTORY:**

**ANIL A.MASAND & CO. (Chartered Accountant) ROLE : Admin-Secretary-Receptionist PLACE : Mumbai, India**

**PERIOD : October 2014 till February 2015**

**JOB RESPONSIBILITIES:**

Assisting the Managing Director to accomplish the following:

* Maintaining the company billings of clients tax audit for the Financial and the Assessment year
* Preparing salaries for two professional chartered accountants, 14 stipends, two office boys and including myself, keeping a track of each stipends’ and office boys’ overtime and comp of system, while preparing the salary list
* Maintaining the muster for professional chartered accountants, stipends, office boys, stipends who are gone to visit various clients on audit in regards to their time in and time out of the office and clients office
* Attending client calls and transferring them to the various lines and extensions as and when required
* Sending emails to the clients and responding to them as per the guidelines of my Managing Director
* Maintaining important tax audit history files of clients
* Receiving and handling of clients cash and cheques to file their Income tax returns (ITR)
* Organising conferences for my firm: leasing with events- the venue, food and beverage, transportation, hotel accommodation for clients who have come from abroad and various other states
* Organising client meetings and attending them to take down minutes
* Maintaining staff discipline, petty cash and looking after basic office amenities

**YOURLIFESTYLE (Pharmaceutical)**

**ROLE** **: Sales Advisor**

**PLACE** **: Mumbai, India**

**PERIOD : December 2013 till September 2014**

**JOB RESPONSIBILITIES:**

* Outbound calling process dealing with UK based clients
* Selling natural supplements regarding various health concerns such as arthritis, blood pressure, cholesterol, diabetes, gait ataxia, etc
* Understand, anticipate and deliver the highest level of service to all the clients by convincing the UK based clients that natural supplements are a healthier option, as they are completely natural instead of taking chemical based medication like pain killers, maintaining integrity and professionalism at all times.

**SERCO (Bpo)**

**ROLE** **: Customer Service Advisor**

**PROCESS : NRE-National Rail Enquiries**

**PLACE** **: Mumbai, India**

**PERIOD** **: March 2011- October 2011**

**JOB RESPONSIBILITIES:**

* Inbound calling process for UK based clients
* Attending calls for UK clients on various rail enquiries – eg lost baggage, rail timings, trolley availability for the disabled etc.

**HM CLASSES (Educational Institute)**

**ROLE** **: Admin-Front Office-Coordinator**

**PLACE : Mumbai, India**

**PERIOD : September 2008-February 2011**

**JOB RESPONSIBILITIES:**

* Attending calls of students willing to join the classes
* Giving details of the classes
* Maintaining the muster of students attendance
* Maintaining the fee register of students

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| --- | --- | --- | --- | --- | --- |
| **Academic Qualification:** |  |  |  |  |  |
| **EXAM** |  | **SCHOOL/COLLEGE** |  | **YEAR OF PASSING** |  |
|  |  |  |  |  |  |
| First Year Bachelor Of Arts |  | St. Andrews College of Arts, Commerce & |  | March 2009 |  |
| (FYBA) |  | Science (Mumbai University) |  |  |
|  |  |  |  |
| Higher Secondary Certificate |  | St. Andrews College of Arts, Commerce & |  | March 2008 |  |
|  | Science |  |  |
|  |  |  |  |  |
| Secondary School Certificate |  | St. Anne’s High School |  | March 2006 |  |



**Additional Qualification:**

* Pursued Diploma in International Airlines and Travel Management from IITC
* Computerized Reservation System (Galileo)

**Computer Skills:** Microsoft Word, Microsoft Excel, Microsoft PowerPoint and variousInternet Research Tools.