**Resume**



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 **Secretary/Administrator**

**Overview**

Qualified secretary with over 6.7 years of varied administrative work experience and proven ability to handle and manage office environment; Possesses effective organizational skills in addition to willingness to work above and beyond the call of duty.

**Objective** – To obtain a position as a secretary in a people-oriented organization with a challenging environment, to achieve the corporate goals, and to maximize my secretarial skills and experience.

**Core Knowledge and Functional Skill Areas-**

* In depth knowledge of Microsoft Office suites and internet telephone operations.
* Relevant experience in software applications such as, SAP CRM, ERP and Outlook.
* Quick learner of new software applications.
* Word processing – Ability to type 60-80 words per minute.
* Proficient in spelling and grammar in English, Hindi and Urdu.
* Professional verbal/written communication skills.
* Dealing with telephone and email enquiries;
* Creating and maintaining filing systems;
* Scheduling and attending meetings, creating agendas and taking minutes - shorthand may be required;
* Arranging appointments;
* Organising travel for staff.

**Personal Attributes-**

* Accuracy | Excellent organizational skills | Confidentiality | Planning and Time management
* Initiative | Reliability | Stress tolerance | Customer-service orientation.
* Willingness to work in a flexible schedule and high workload.

**Qualifications:-**

* Bachelor in Business Administration
* Masters in Business Administration

**Skills:-**

* Strong organisational skills;
* Presentation skills and attention to detail;
* The ability to plan my work, work on my own initiative and meet deadlines;
* The ability to manage pressure and conflicting demands and prioritise tasks and workload;
* Oral and written communication skills;
* Word processing;
* Letter writing;
* Tact, discretion and respect for confidentiality;
* A pleasant, confident telephone manner;
* Teamwork;
* Reliability and honesty;
* Six Sigma Yellow & Green Belt Certified
* SAP CRM Skill

**WORK EXPERIENCE-**

**Employers name- AMERICAN EXPRESS PVT LTD (BPO)**

**Location - Gurgaon, INDIA**

**SECRETARY- March 2013 till December 2015**

**Duties**-

* Prepared and organized paperwork and other materials as needed for meetings, conferences, travel arrangements and expenses reports.
* Maintained office scheduling and event calendars.
* Composed, typed, and distributed meeting agendas and minutes, routine correspondences and reports.
* Set up and handled incoming mail and office filing systems.
* Collected and coordinated the flow of internal and external information.
* Managed office equipment and office space.
* Established the administrative work procedures for tracking staff’s daily tasks.

**ACHIEVEMENTS**

* Learned to operate new office technologies as they were launched and implemented.
* Promoted to supervisor of other secretarial/clerical staff.
* Assumed responsibility of providing new employees with training and orientation.

**WORK EXPERIENCE-**

**Employers name- Convergys Pvt Ltd (BPO)**

**Location - Gurgaon, INDIA**

**ADMINISTRATOR- April 2009 - Feb 2013**

Responsible for handling the day to day administrative tasks of the office and making sure that everything runs smoothly.

**Duties**-

* Carrying out large volumes of filing while retaining a good level of accuracy and efficiency.
* Maintaining an effective administration system.
* Rapidly responding to and resolving any administrative problems.
* Coordinating office procedures.
* Making sure that information is quick and easy to locate.
* Ordering and maintaining office stationery and equipment.
* Typing up correspondence including letters, faxes, minutes and memos.
* Offering a warm and friendly welcome to any visitors.
* Receiving and redirecting telephone calls.
* Booking travel and accommodation for senior managers
* Updating office manuals and brochures.