**SRILAXMI.287500@2freemail.com**

**SRILAXMI**

***In pursuit of career enhancing opportunities in the field of Secretarial Operations, Office Administration/ Facilities Management with an organization of high repute***

**OVERVIEW**

* Offering services more than 15 years of experience in the field of Secretarial & Office Administration and Relationship Management.
* Currently associated with Euro Gulf Safety Consultant as Sr. Administrative Executive since 19th December 2015.
* Deft in handling activities in coordination with other departments for smooth business operations.
* Demonstrated skills in Relationship Management coupled with expertise in handling top & confidential correspondence with clients.
* Proficient in maintaining records, writing the minutes of the meetings, corresponding with external & internal clients & scheduling important meetings.
* Adroit in handling customer service operations for rendering & achieving quality services, providing customer support by answering queries & resolving their issues.
* Possess effective communication, interpersonal & problem solving skills.

**CAREER RECITAL**

**Since Dec 2015** **Euro Gulf Safety Consultant ,** **Sr. Administrative Executive**

 **Mussafah, Abu Dhabi-U.A.E.**

**Responsibilities:**

* Replying to incoming enquiry emails of the clients.
* Preparation of Quotation, order processing and follow up for Local Purchase Order.
* Arranging the training schedule for the said courses.
* Preparing the certificates and ID-Cards once the training is done and see to it delivery is done on time and appropriately.
* Maintaining the attendance of the employees, leave records.
* Preparing Vouchers, Invoices and Handling Petty Cash.

 **Dec 2010 to Aug 2015**  **Kohinoor Education Trust (Kohinoor Group)**  **Secretary to Director**

 **Kurla, Mumbai General**

**Responsibilities:**

**Secretarial :**

* Replying to incoming and outgoing mails and emails.
* Managing his appointments within the office and external meetings.
* Liaising with inter-departments, coordinating with various verticals and with various government bodies like Mumbai University, AICTE and DTE.
* Co-ordination with various foreign Universities.
* To Research materials on various documents through search engine.
* Preparing the monthly MIS Report.
* Preparing PowerPoint presentations.
* Arranging video conferences.
* To organise the Academic Council Meeting and Advisory Board Meeting held once in a year.
* Preparing the Agenda of the meeting and circulating the same to the Board Members.

Taking care of their complete hospitality on that day.

* Preparing the minutes of the meeting, thereafter emailing the minutes to the members.
* **Travel & Ticketing and Hotel Accommodation**:
* Making travel arrangements including national & international bookings.
* Arranging visas & foreign exchange currencies, preparing travel itinerary, generating travel

expense statements.

* Doing Hotel bookings for his stay.
* **International Business Associates** : Providing hospitality to the international clients like transportation and stay for the Business Associates.
* **Administration :**
* Arranging the time schedule of the Office Bus for the staff.
* Co-ordination with Canteen staff.
* Despatch Department.
* Looking after the renewal of insurance policies from time to time.
* Maintenance of the boss’s vehicle.
* Maintaining of office file records.
* Preparation of cash vouchers, maintenance of rental bills, phone bills, credit card bills, travel expenses statement etc.
* **Events:** To organise events like Seminars, Conferences, Fresher’s Party, Sports and Cultural activities.

**Sep 2008 to Jul 2010 Seahorse Ship Agencies Pvt. Ltd., Executive Secretary**

 **CST, Mumbai to Chairman**

**Key Highlights:**

* Streamlined boss’s daily appointments by informing him personally.
	+ Informed him about important mails, reminded him from time-to-time about pending tasks.
	+ Read newspapers and informed him important articles.
* Liaising with inter-departments, coordinating with the branch offices and domestic & overseas business clients.
* Working closely with the departments to achieve a harmonious working environment, greater operational efficiency and to facilitate effective communication.
* Prepared PowerPoint presentations and arranging video conferences.
* Making travel arrangements including national & international bookings, arranging visas & foreign exchange currencies, preparing travel itinerary, generating travel expense statements, arranging transport and stay for the Business Associates.
* During his travelling days, arranged his folder accordingly on priority basis.
* Any other Secretarial functions from time to time.

**Apr 2004 to Aug 2008 Ion Exchange (India) Ltd. Executive Secretary to**

 **Mahalaxmi, Mumbai Associate Vice**

 **President – Marketing**

**Key Highlights:**

* Registered enquiries, suggestions and complaints in CRM (Customer Relationship Management) Package and forwarded the same to the concerned authorities in a timely manner.
* Visited branch offices and factories on behalf of the Boss and gave him the feedback.
* Delivered marketing presentation to marketing team of nearly 25 colleagues.
* Preparation of Quotation, invoice, order processing and follow up.
* Looked after maintenance of all office records, Admin related work and renewal of contracts of office automations.
* Overseen recruitment in the department and conducted preliminary round of interview of the candidates.
* Coordinated participation in trade fairs, seminars and internal events.
* Effectively handled activities pertaining to:
	+ Preparation of cash vouchers, maintenance of rental bills, phone bills, credit cards bills, travel

expenses statement, travel itinerary, etc.

* + Arrangements of video conferences.
	+ Liaison with inter-departments and branch offices.
	+ Coordination with accounts department for processing bills, debit / credit notes and release of payments, etc.

**PREVIOUS ROLES**

**Jan 1997 to Mar 2004 World Wide Fund for Nature-India, Executive Assistant**

 **Fort, Mumbai cum Admin Assistant**

**Jan 1994 to Dec 1995 Kilitch Drugs (I) Ltd., Administrative Assistant**

 **Andheri, Mumbai**

**ACADEMIC CREDENTIALS**

* **Diploma in Marketing Management** from Welingkar Institute of Management in 1996.
* **B.Com.** from Mumbai University in 1993.

**IT SKILLS**

* Conversant with MS Office (Word, Excel & PowerPoint) and other Internet Applications.
* Good on online search materials through search engine.
* Good Typing speed 50 WPM, shorthand 80 WPM, Able to take dictation in longhand as well,

 drafting & administrative skills.

* Diploma in Secretarial Course.

**EXTRA CURRICULAR ACTIVITIES**

* Participated in Sports and Social Service at school.
* Participated in different Projects, National Service Scheme (N.S.S.) and Social Service at college.