

Sanaha

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**Career Overview**

Experienced executive assistant with 8+ years of experience in supporting senior management executives with exposure to human resources, marketing, event planning and merchandising for the marketing department. Having worked across various industries, have broad concept understanding of broadcast media, financials services and wealth management sector and hospitality business.

**Skill Summary**

* + - * Calendar management
* Travel management
* Microsoft Office
* Administrative expertise
* Ability to work with a sense of urgency with a strong eye for detail.
* Ability to work with minimal supervision by effective prioritization and preemptive and proactive approach

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**Professional Experience**

**Executive Assistant to CEO, English Entertainment Cluster April 2013 - Present**

**and Marketing Head, News and Hindi Entertainment**

**Times Network, TIMES GROUP**

**Job Responsibilities:**

* Provide administrative support for daily operations.
* Calendar management in accordance to multiple time zones and travel planning.
* Inter and intra departmental communication and coordination with multiple channel brand teams through mails and inter office memo.
* Responsible for planning & organizing corporate level events and conferences, and serve as a one point of contact for the team members & agencies.
* Assist various channel brand teams for marketing activities.
* Liaise with the HR team for talent acquisition, engagement and appraisal activities.

**Secretary (Executive Assistant) January 2011 – April 2013**

**Chief Compliance Officer**

**India Infoline Limited**

**Job Responsibilities:**

* Assist the CCO’s daily calendar by scheduling meetings across different geography and multiple time zones.
* Responsible for preparing and executing inter and intra departmental correspondence, reports, and presentations.
* Take dictation for creation of all correspondence going out from the desk of the CCO.
* Responsible for facilitation of Board Meetings and Top Management meetings and organizing corporate level events like conference, training, seminars, and offsites.
* Responsible for domestic and International travel of the Board of Directors and Top Management.
* Created and maintained efficient filing system for digital and physical documents including sensitive and confidential documents.
* Assisting the Chairman and Managing Director during crisis situation.
* Provide secretarial and administrative support to the compliance department for smooth functioning of all inter and intra departmental activities including managing of billing and invoicing process.

**Secretary – Training Manager March 2009 – January 2011**

**Oberoi Hotels & Resorts, The Oberoi Group**

**Job Responsibilities:**

* Responsible for internal communication between the hotels.
* Responsible for felicitation of training sessions, maintaining records, updation of training modules, getting external trainers and all logistics pertaining to the training including travel of the attendees.
* Responsible for conducting training sessions on Grooming Standards, Telephone Etiquette, Interaction Standards & Refresher courses and providing the feedback to the employees.
* Responsible for communicating the employee sentiment and feedback to the management and track employee satisfaction levels.
* Responsible for inter and intra departmental correspondence and coordination and data warehousing for the training department.
* Responsible for drafting correspondence, documenting minutes of the meeting.
* Responsible for felicitating the employee appraisal process and communicating the status to all relevant.
* Responsible for creation of annual event calendar, budget planning and controlling operating budget for the training department
* Responsible for planning, organizing and executing internal events. Spear headed monthly “Oberoi Food Festival”, “Employee of the Month” and Lunch with GM”
* Additionally work in capacity of HR Assistant to conduct joining formalities, documentation, issuing of appointment letter, induction and orientation process.
* Also responsible for communicating “Internal Job Posting” and arranging for the retirement, promotion and farewell parties.

**Secretary – Rooms Division Manager (Front Office) November 2007 - March 2009**

**Oberoi Hotels & Resorts, The Oberoi Group**

**Job Responsibilities:**

* Responsible for handling Rooms Division Manager & Front Office Manager’s schedule, organize meetings with clients and guests, co-ordinate for their travel and hotel arrangements.
* Prepare different types of letters and generate reports; checking & replying to e-mails.
* Correspond with guests regarding reservations, cancellations, queries, entertainment in India and abroad.
* Assist the General Manager during season time.
* Handling matters related to leave and attendance of staff with the Personnel department.
* Co-coordinating on various matters with the senior executives and at the Corporate Office.
* Responsible for handling the guest questionnaires, which includes getting detailed reverts from various departments, replying back to the guests and getting guests feedback.

**Achievements & Recognition:**

* Awarded with ‘Employee of the month/Star of the month’ for excellent performance for assisting Mr. Vikram Oberoi (Joint MD – Oberoi Hotels & Resorts) for “**Outstanding work on Training and Employee Morale and Reinstating Normalcy post 26/11 terror attack in Mumbai**”.
* Consecutively awarded with ‘Exceeded Expectations’ in Appraisals.
* Recognized by the senior management on numerous occasions for exceptional performance, awards programs and the training sessions organized & conducted for the pre-opening team of The Oberoi, Mumbai (India).
* Recognized for successfully organizing new internal/ external events and conferences.

**Educational Qualification:**

* Completed Masters of Commerce (majors in Management Studies) from University of Mumbai (India) with first class in 2015.
* Completed Bachelors of Commerce from University Of Mumbai (India) with second class in 2007.
* Completed Higher Secondary Certificate from Maharashtra State Board (India) with first class in 2004.
* Completed Secondary School Certificate Mumbai University (India) with second class in 2002.

**Certification:**

* Diploma in **International Travel and Airlines Management** from India International Trade Center (IITC) Institute. Certificate in **Computer Reservation System (Galileo).**
* Diploma in **Microsoft Office** in Computers from CMIT Institute (India).
* Diploma in **Desk Top Publishing** **(D.T.P)** From CMIT Institute (India).

**Software :** Well versed with Microsoft Office, Microsoft Outlook, HRMS, Opera & SAP.

**Training and Workshops Attended:**

* Workshop on Secretarial Services organized by the Bombay Chambers of Commerce & Arts.
* Training Programs on Telephone Etiquettes, Guest Service Vision, Suggestive Selling, and Building High Performance.

**Language Proficiency:**

Fluent in English, Hindi, Marathi and Basic Hospitality Elementary Level French from IITC.

**Personal Profile**

**Date of Birth:** 10th April, 1987

**Gender:** Female

**Nationality:** Indian

**Marital Status:** Married

**Reference:**

Available on Request