Tina

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Career Objective

To associate with an organization which progresses dynamically and gives me a chance to update my knowledge and enhance my skills, in the state of art technologies and be a part of the team that excels in work to words, the growth of organization and my satisfaction thereof.

**Employment History**

14+ years of working experience in Industry Type -BPO/KPO (Domestic, National and International)

AMC International, Dubai, UAE, August 2016 - till date, working as Personal Assistant (Taking MOM's, managing the Directors Diary, travel, hotel reservations, Conferences/Meeting & day to day actions of the seniors of the organization.)HR/Administration. Handleling the Visa procedures of New visa to be applied, cancellations, renewal (All HR related activities).

Job also includes liaising with Govt bodies as and when required.

(WELL VERSED WITH various portals for Visa and others)

On Contract basis as a PERSONAL ASSISTANT JOB included FRONT DESK, BOOKING of TICKETS, completing VISA FORMALITIES/Completing HR Formalities (interviews to inductions and completing visa formalities on portals from entry, renewal and cancellations) (well versed with DMCC & Jaf/.a Portal) leasing with government bodies as when necessary.

Complete knowledge on Tally & ERP software.

Further promoted to sales & logistic department (Handcling Invoicing on Facts ERP & following up with supplier «& customers on on-going requirements.

Handling complete Admin and facility department.

(Serving notice period & will be available from the month of Aug 2017)

Ambex Group- Sep 2008 to July 2016: Front Desk (Receptionist) Sr. Admin and HR Officer / Senior Editor/Quality Analyst (NYSE).

**Infovision Group - March 2004 to December 2007**

May 2005 - Promoted as Sr. Executive - Corporate Services / Administration May 2004 - Joined as Sr. Executive - Front desk / Administration

From 2008 Jan to Aug, was on a holy trip to Israel, where I also assisted a SMALL FAMILY BUSINESS. (TICKETING, TOURS & TRAVELS)

Worked for Mr. AJAY ABROL, TREASURER, (Bank of America) in SINGAPORE on a contract basis for 1 year as a PERSONAL ASSISTANT JOB included FRONT DESK, BOOKING of TICKETS, completing VISA FORMALITIES from 2002 to 2003.

Worked for Mrs. KARREN HIGHAM (BHC) BRITISH HIGH COMMISSION (Visa Dept) job included Receptionist, Pilling and calling the re-appeal clients for counseling and arranging for complete paper work for Visa applied through companies and TRAVEL AGENCIES. Job duration 1 year from 2001 to 2002.

Worked for (USAID Dept.) U.S. Embassy as a Receptionist and housekeeping supervisor for the period of 1 year from 1999 to 2000.

Worked with Mrs. MARY WHITNEY (Counselor, Visa Department) U.S. Embassy; as a Personal Assistant and handling documentation that needed follow-up. Job duration two years from 1998 to 1999.

Job Profile

**Corporate Services**

* Acting as the point of contact between the executives and internal/external clients.
* Undertaking the tasks of receiving calls, take messages and routing correspondence.
* Handling requests and queries appropriately.
* Maintain diary, arrange meetings and appointments and provide reminders.
* Make travel arrangements.
* Take dictation and minutes and accurately enter data.
* Monitor office supplies and research advantageous deals or suppliers.
* Produce reports, presentations and briefs.
* Develop and carry out an efficient documentation and filing system.
* Maintain executive appointment schedule by planning and scheduling meetings conferences teleconferences and travel.
* Conserve executive time by reading researching and routing correspondence and email drafting letters and documents collecting and analyzing information.
* Provide historical reference by developing and retrieval systems and recording meeting discussions.
* Update company department and management team's systems including Salesforce OpenAir and individual contact management tools.
* Detail-oriented, flexible, and adaptive to new ideas.
* Handling and coordinating visa processing for multinational travel.
* Liaised between management and purchase, logistics, and sales departments.
* Responsible for maintaining the records of office inventory.
* Coordinating with the dealers, Suppliers and vendors.
* Assisting the Admin Manager in planning and executing the events and other activities in organization.
* Managing the housekeeping and security guard staffs' data and duties.
* Responsible for checking the office's assets are in good condition.
* Responding the mails.
* Planning and preparing monthly reports pertaining to finance required for maintaining office infrastructure and facilities.
* Budgeting and cost control measures, Monitoring Budget various Processes.
* Assisting the department in project management, cost optimization and implementing business expansion plans.
* Contracts management.
* Cost control and ensuring timely implementation of the project.
* Processes, Documentation, Business Control checks, audits etc.
* Event Management, organizing meetings, conferences, making travel arrangements and hotel reservations for Officials, guests & foreign delegates.
* Liasioning with local govt, bodies for necessary support during emergencies.
* Active participation in the Leadership Team for Strategic Business Planning, implementation, client interaction etc.

**Administration**

* Adept at managing administrative activities involving purchase of equipments, maintenance of procurement, housekeeping, safety, security, employee induction etc.
* Managing repair, maintenance & replacement of office equipments, appliances, furniture, furnishings, vehicles, building, etc.,
* Purchasing, Implementation and operations of Security and Surveillance equipments.
* Vendor management- Oversee acquisition, installation and commissioning of equipments that are required for the facility - IT Systems, air conditioning etc.
* Monitor all Statutory Compliance areas.
* Asset Management of all Site operations assets across multiple locations.
* Upkeep of office administrative facilities and ensure availability of daily miscellaneous requirements to provide harmonious work culture to employees.
* Acting as info-hub for providing administration related information and supervising administrative activities like general admin, verification of stationery stock, petty cash, courier, florist, pest control, housekeeping, etc.
* Specialization in handling back office operations, inter-office correspondence, confidential mails, quotations, monthly billing, cheques, etc.

**Event Management**

* Logistic arrangement which includes staffing, event site decoration seating & dining arrangement, procurement of consumables, monitoring of contractor's staff duties.
* Monitor the quality of food, services, lightening and orchestration arrangement, transportation arrangement for guest, parking management etc.
* Monitor compliance with health and safety standards, cleanliness, sanitation procedures, waste management etc.
* Attendance and deployment of staffs.
* Conducting group discussion after every event to share the feedback and to learn the pros & cons for future improvisation.

**Highlights**

* Correspondence
* Client care
* Research
* Reports & Presentations
* Project Management
* Salesforce / OpenAir
* Database Management
* Event Planning
* Confidentiality
* Experienced as an executive administrator/HR and can diligently deal the corporate world.
* Full comprehension of office management systems and procedures
* Exemplary planning and time management skills
* Up-to-date with advancements in office gadgets and applications
* Ability to multitask and prioritize daily workload
* High level verbal and written communications skills

**Core Competency**

**Client Management**

* Manages day-to-day client interaction.
* Sets and manages client expectations.
* Develops lasting relationships with client personnel that foster client ties.
* Communicates effectively with clients to identify needs and evaluate alternative

business solutions.

* Continually seeks opportunities to increase customer satisfaction and deepen client relationships.
* Builds a knowledge base of each client's business, organization and objectives.

**Leadership**

* Challenges others to develop as leaders while serving as a role model and mentor.
* Manages the development of team by ensuring, when possible, that project tasks are in line with each individual career interests.
* Inspires co-workers to attain goals and pursue excellence.
* Identifies opportunities for improvement and makes constructive suggestions for change.
* Manages the process of innovative change effectively.
* Remains on the forefront of emerging industry practices.

**Teamwork**

* Consistently acknowledges and appreciates each team member's contributions.
* Effectively utilizes each team member to his/her fullest potential.
* Motivates team to work together in the most efficient manner.
* Keeps track of lessons learned and shares those lessons with team members.
* Mitigates team conflict and communication problems.
* Plans and facilitates regular team activities inside /outside of the office.

Education

Year Institution Degree / Course

2003 Ch. Charan Singh University, Meerut Bachelor of Commerce

1999 Divine Providence Convent High School Higher Secondary Certification

1997 Divine Providence Convent High School Secondary School Certification

**Computer Skills**

Platform Windows 98/2000/XP Professionals/

 Vista/Window7

Spreadsheet : MS-Excel and Power Point

Word Processor : Ms Word

Internet : Surfing, Email, Downloads.

Typing Speed : 40 WPM, Accuracy- 95%

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