**Sruthi**

**Sruthi.338521@2freemail.com**

Courteous, dependable **Administrative Assistant** with 2+ years’ experience in performing a wide range of front desk, clerical and administrative tasks. Demonstrated talent in resolving customer complaints, handling high volume phone calls and answering customer queries. Exceptional verbal and written communication skills with a track record of multi-tasking, problem-solving and prioritizing work.

**SYNOPSIS**

Young, energetic and result oriented management professional**;** extended expertise in MS Office, C++, Visual Basic etc. Deep understanding of technology with focus on delivering business solutions; Adroit at analyzing the organization requirements; highly ethical, trustworthy and discreet;

* Adroit at learning new concepts quickly, working well under pressure and communicating ideas clearly and effectively
* Dedicated and highly ambitious to achieve personal goals as well as the organizational goals
* Ability to build new territories and expand opportunities towards the achievement of stated targets
* Excellent decision making skills with a positive approach

**AREAS OF EXPERTISE**

|  |  |  |
| --- | --- | --- |
| ● Correspondence Handling | ● Calendar Management | ● Customer Service |
| ● Monitoring | ● Bill Processing | ● Supply Ordering |
| ● Event Coordination | ● Call Forwarding | ● Log Keeping |
|  |  |  |

**PROFESSIONAL EXPERIENCE**

Worked in from Jul - 2013 to Jun – 2015 as **Administrative Assistant**

• Work independently and collaboratively on assigned tasks

• Greet visitors and employees courteously and cater for their special requests, needs and complaints

• Answer and forward phone calls to appropriate individuals and departments

• Write letters and email using proper spelling, grammar, and punctuation

• Prepare incoming and outgoing mail and packages

• Coordinate customer payments and billing

• Buy necessary supplies, snacks and refreshments

• Quickly responded to client questions and concerns

• Provided information regarding facility and billing options

• Handled cashiering tasks

**EDUCATION HIGHLIGHTS**

* Efficiently and productively analyzed all the projects undertaken
* Won several laurels and appreciations from my department heads for my hard work and efforts shown in meeting the project dead lines
* Sound ability to develop strategies to achieve personal goals as well as organizational goals
* **MBA** from Musaliar Institute Of Management , Malayalappuzha, Kerala in 2013 with **68.24%**
* **BBM** with specialization in **Computer Application** from Bharathiar University in 2011 with **73.3%**
* **H.S.C** with specialization in **Computer Science** from NSS GHS, Changanacherry in 2008 with **68.00%**
* **S.S.L.C** from Board Of Secondary Education, Kerala in 2006 with **78.00%**

**PROJECTS HANDLED**

**Project - #1**

**Project Name: A study on Manpower planning activities**

**Client: DESABHIMANI NEWSPAPER PVT LTD**

**Contribution:** Some suggestions to improve the manpower planning activities in one of the leading news paper in Kerala

**Project - #2**

**Project Name: Organisation Study**

**Client: TRIVANDRUM INTERNATIONAL AIRPORT**

**Purpose:** To understand the functions of various departments and to know the commercial activities in the airport.

**Project - #3**

**Project Name: A** **study on Organisation Climate**

**Client: MALAYALAM COMMUNICATIONS PVT LTD .**

**Contribution:** Some suggestions to improve the working condition in one of the leading television channel in kerala

**Project - #4**

**Project Name: Organization study**

**Client: NILA EXPORTS**

**Purpose:**  To understand the function of various departments in the organization

**TECHNICAL SKILLS**

**Programming Languages:** C, C++, Visual Basic

**Web Technologies:** HTML, Web Designing

**Operating Systems: Win** XP/7/8

**Other: MSOffice 2010**

**ACHIVEMENTS**

* First prize in ads competition @ college level
* Third prize in collage @ college level
* Winner of All Kerala inter school basketball tournament
* Participated in national and state level management fests and won prizes.

**PERSONAL INFORMATION**

**Date of Birth: 21-May-1990**

**Language Proficiency: English, Hindi, Malayalam, Tamil.**

**Marital Status: Married**

 I hereby declare that all the details given above are true to the best of my knowledge & belief.