**CURRICULUM VITAE**

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Name **: Anitha**

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**CAREER OBJECTIVE**

Intended to build a career with leading corporate of hi-tech environment with committed and dedicated people, which will help me to explore myself fully and realize my potential. Willing to work as a key player in challenging and creative environment.

**SKILLS**

* A good team player with excellent problem solving skills.
* Able to solve problems using both logic and creative/innovative approaches.
* Numerate and highly computer literate, with excellent analytical skills.
* Capable of careful attention to detail, exercising good judgment and accepting responsibility.
* Able to communicate with others and work in multidisciplinary teams.
* Excellent knowledge of Export/Import/Shipping/Travel/Cargo Industry

**EDUCATIONAL QUALIFICATION**

* MBA (Master of Business Administration)
* M.A. (Master of Arts).
* B. Ed (Bachelor of Education)
* B.A. (Bachelor of Arts)

**COMPUTER SKILLS**

* Diploma in Computer Application, MICE (Manipal Institute of Computer Education).
* Operating Systems - Windows 8, Windows 7, Vista, XP
* Microsoft Office Applications
* Advanced Internet skills
* Knowledge of SAP & Oracle based ERP Systems

**LANGUAGES KNOWN**

* English, Hindi, Tamil & Malayalam

**EMPLOYMENT HISTORY**

* **Petro Deals Group of Companies, Dubai**

Aug 2013 to Nov 2016

**Designation: Logistics/Admin Officer**

**Duties & Responsibilities**

* Timely customer order processing which involves checking the correct SKUs, availability of stock, recommending replacement products, follow up and getting confirmed orders
* Coordination with sales and marketing team for pricing and specifications
* Coordination with various warehouses for timely deliveries and provide updates to customer/sales teams.
* Process and generate invoices and credit notes.
* Follow up with Shipping Lines/forwarders for shipment execution based on agreed Inco terms.
* Working knowledge of Dubai customs documentation for import/export shipments
* Coordinating with the inspection and certification agencies for providing conformity certificates.
* Follow up with the Shipping Lines/forwarders for the export declaration, Bill of Lading, Delivery order, Import clearance etc.
* Follow up on back orders and update all concerned on the estimated delivery time.
* Following up with the procurement team for the non-available items and getting the ETA and update customers.
* Payment follow up
* Prepared documents in accordance with Letter of Credit Terms
* Followed up on direct shipments from factory to customer
* Generated reports for the sales and managerial team
* Checked & verified supplier invoices against LPO for manager approval and submission to Finance

**HR/Admin**

* Provide clerical and administrative support to Human Resources Manager
* Compile and update employee records (hard and soft copies)
* Process documentation and prepare reports relating to personnel activities (staffing, recruitment, training, grievances, performance evaluations etc.)
* Deal with employee requests regarding human resources issues, rules, and regulations
* Assist in payroll preparation by providing relevant
* data (absences, bonus, leaves, etc.)
* Communicate with public services when necessary
* Properly handle complaints and grievance procedures
* Conduct initial orientation to newly hired employees
* Maintain and keep information confidential.

* **Sulfur Chemical WLL, Qatar**

Mar 2010 to Jul 2013

**Designation: Admin/HR/Logistics Coordinator**

**Duties & Responsibilities**

* Provide clerical and administrative support
* Compile and update employee records (hard and soft copies)
* Process documentation and prepare reports relating to personnel activities (staffing, recruitment, training, grievances, performance evaluations etc.)
* Deal with employee requests regarding human resources issues, rules, and regulations
* Assist in payroll preparation by providing relevant data (absences, bonus, leaves, etc.)
* Communicate with public services when necessary
* Properly handle complaints and grievance procedures
* Conduct initial orientation to newly hired employees
* Maintain and keep information confidential.
* Managed day-to-day operations of the office.
* Organized and maintained all files and records
* Planned and scheduled meetings and appointments
* Used a variety of software packages, such as Microsoft Word, Outlook, PowerPoint, Excel etc.
* Ordered and maintained stationery/office supplies
* Liaised with colleagues and external contacts to book travel and accommodation;
* Organized travel and guest hotel arrangements

**Logistics:**

* Process customers’ orders and dispatch on time ensuring accurate documentation
* Work closely with various internal departments (Marketing, Sales, Finance & Operations)
* Preparation of customs documents and certificate of origin
* Inform the customers about the stock availability, price, specifications etc.
* Coordinate with the warehouse team for getting shipments ready, assist in conformity inspections.
* Generated Sales and Inventory reports in Excel
* Provided quality customer service, organized and stored documents and computer-based information;
* **Sun International Tours and Travels, Kerala, India**

May 2005 to Feb 2010

**Designation: Counter Supervisor/Admin Assistant.**

**Duties & Responsibilities**

* Administrated the ticketing needs.
* Responded to queries via mail and to walking-in customers in minimum time.
* Communicated with the customers and undertaking their travel plans and needs providing them with the same.
* Accountable for the overall business enterprises. It includes creating a good support between the customer and organization.
* Kept a good support with the airline industry.
* Assisted the marketing team by way of retaining the existing customers and created new enquires.
* Advised clients on travel arrangements, e.g. visas and passports
* Sent out tickets to clients and collected and processed payments
* Kept clients up to date with any changes and dealt with complaints or refunds

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