RESUME

 **MAMTA**



 **E Mail**:-**MAMTA.342498@2freemail.com**

**Objective:**

To be part a part of an organization where I can learn and grow and contribute towards the goal of the organization.

 Work Experience

**Ajmal Perfumes Manufacturing & Oudh Processing LLC. Jan-2013 till Apr-2015**

**Ajmal perfumes**, a family-owned fragrance house based in Dubai, is a brand whose name means “most beautiful” in Arabic. With nearly 60 years of heritage and expertise in the fragrance industry , Ajmal  has established a formidable presence in the world  and became synonymous with captivating perfumes & beauty products, as well as high quality traditional Arabic and oriental fragrance products for the body & home.

**Admin Co-ordinator cum Personal Assistant to HR Manager**

* Handling all incoming e-mails and correspondences.
* Managing and maintain employee’s medical insurances.
* Maintaining health record of all the Ajmal employees.
* Prepare responses to correspondence containing routine inquiries.
* Organizing training requests, interviews and meetings.
* Co-coordinating meetings, a luncheon for the VIP’s in the office, hotel booking for the guests and various other events in the office.
* Office management, maintaining tenancy contracts renewals of all Ajmal shops within UAE.
* Maintaining the tenancy contract renewals of all the managers and CEO’s.
* Diary Management, arranging and welcoming clients to meeting, booking of conference, calls, rooms, taxis, couriers and hotels.
* Initiation of Orders.
* Ordering and maintaining relevant supplies and maintaining the presentation of the office.
* Communicate and liaise verbally and in writing with clients and suppliers as appropriate.
* Receive POs from Sales.
* Get POs signed by authorized signatories.
* Liaise with Sales in case clarifications are required.
* Follow up for the approvals.
* Processing of Local Purchase orders.
* Obtain quotations from suppliers for the requirements of Dubai Office and place the order to the supplier with the lowest quote.
* Follow-up deliveries & pending invoices with the suppliers.
* Submit supplier creation form if vendor doesn’t exist in Orion.
* Processing the LPO’s and submitting the invoices to Finance dept. for payment.
* Making all types of purchase orders and LPO’s in Orion software.
* Maintaining all AMC’s contracts.
* Maintaining the record of electricity and water bill of all Ajmal factories, offices and shops.
* Sending the requests to the accounts department for the issuance of the cheques for all the suppliers whenever needed.
* Maintaining the record of all office landline bills as well as the mobile phones used by the employees, managers and CEO’s.
* Processing outgoing international and local couriers.
* Receiving incoming couriers and hand them to the owners.
* Arranging the clearance of inbound DHL/courier shipments.
* Maintaining a proper filing of trainings conducted.
* Filing of expenses.
* Initiating visa request workflow and completing their visa requirements for their business travels. Once requirements are ready, collecting the documents & passport for processing.
* Attend to the UAE visit visa request of team members from other countries.
* Applying all overseas visas for the CEO’s and managers.
* Travelling out personally to all embassies for the visas.
* On Boarding
* Ensuring that new team member’s workstation is complete (computer supplies, name plate, desk phone, drawers etc.)
* Assisting with booking of temporary accommodation.
* Facilitating the creation of extension line and business card & coordinating with MMD department for the issuance of SIM card & handset.
* Meetings and Trainings
* Assisting in preparation of agenda and consolidate meeting presentation.
* Facilitating the hotel booking, airport transportation and visa processing of the meeting / training participants.
* Booking meeting/training venue and coordinate meeting specifications to the event organizer or hospitality (if venue is at company’s Office)
* Arranging team dinners.
* Book meeting rooms internally.
* Set up internal meetings.
* General Letter Request
* Submitting company letter request for the team & follow-up with MMD team for the issuance & delivery of the requested letter.
* Preparing internal letters requested by the team for tenders, systems related, e.t.c.
* Flight and Accommodation booking.
* Booking flights & hotel.
* Assisting newly on-boarded employees to set up their travel profiles.
* Booking flights & hotels for the new employees before their travel profiles are set up and before they obtain their Labor cards.
* Managing all the entry and exit formalities of all the new joinees.
* Run and submit a monthly report of all travels done by the team.
* Handling reception desk (Reliever of receptionists on her breaks and leaves).
* Handling all miscellaneous activities of the admin department.

**Indhra Gandhi International Airport Apr-2011 till July2012**

IGI airport is the best ideas in the airport business and make it a reality for passengers at the New Delhi International Airport - creating immense possibilities that awaits us. GMR is one of the biggest company which is supporting the IGI airport in terms of infrastructure and security. It undertakes the development of the infrastructure projects through its various subsidiaries.

**Ground Staff/Personal Assistant to the Duty Manager**

* Manage and maintain executives’ schedules.
* Prepare responses to correspondence containing routine inquiries.
* Arranging training sessions for the new joinees on demand of the Duty Manager.
* Organizing training requests, interviews and meetings.
* Co-coordinating meetings, a luncheon for the VIP’s in the office and various other events in the office.
* Handle all incoming e-mails and correspondence.
* Arranging travel.
* Office management, maintaining airline office.
* Checking the grooming of the employees.
* Diary Management, arranging and welcoming clients to meeting, booking of conference, calls, rooms, taxis, couriers and hotels.

**Fidelity Information Services- (FIS) Dec-2009 till Mar-2011**

Fidelity Information Services is a leading global provider of technology and services to the financial services industry. The company was founded in 1968 as Systematic and, through its core processing system of the same name, quickly became a globally recognized provider of technology solutions for financial institutions.

**Executive Assistant to General Manager cum Admin Coordinator**

* Maintaining diary for GM.
* Supporting General Manager in all administrative functions.
* Screening and managing communications into and out of the department.
* To handle filing of the office documents.
* To help staff with visa and travel information.
* Scheduling appointments, co-ordinate meetings, prepare agenda’s take and circulate minutes and ensure follow ups are conducted.
* Preparing meeting rooms for presentations/meetings.
* Maintaining correspondence with internal departments, clients and contractors.

**Travelling -** Taking care of entire travelling of employees within India or out of India all ticketing, visa, foreign currency, Hotel arrangements, taxi everything need to be booked as per the specific requirement.

**Control: -** Kept control on the daily activities performed by the staff as per their time and work sheets, their attendance records.

**Administration: -** Manage the complete admin department efficiently.

**Vendor Management: -** Interacted with all the vendors of the organization so to make an efficient control on the payments made and services provided by them. Was pioneer in imposing new vendor management system while interacting with the house dev. team to introduce vendor maintenance portal.

**Management Information System: -** Maintaining a huge database related to employees starting from joining till their relieving process. This database was shared through the report formats with the Human Resource.

* To ensure the attendance, leave and over time is updated in the records manually or computer on a daily basis.
* To ensure discipline and punctuality in the staff, in regards to the working times, overtimes and leave..
* Helping accounts in preparing salary and all payroll processing.

**Purchasing**: **-** Preparing all Quotations, and order acknowledgement, Sales order and Performa invoices needs to send our customer.

**Other Activities**: - Organized different activities for the employees related to all kind of celebrations, events, trips and tours.

**Health and Safety:** - Taking care as a Health and Safety instructors taking care of entire environment giving safety induction to all the new joinees. Maintaining monthly H and S reports.

**Hindustan Computers Limited Jan-2007 till Sept-2009**

HCL is one of the leading players in the BPO segments with strong domain knowledge and quality driven processes. The services are tailored to suit each Client’s specific requirement and integrated to provide end-to-end solution via multiple delivery centers all over the world. Our expertise includes Industry Specific Services, FAO-Finance & Accounts Outsourcing, CRM-Customer Relationship Management, HRO-Human Resource Outsourcing, SCM-Supply Chain Management, KPO-Knowledge Process Outsourcing and more.

**Process:** Pearson

It is an Inbound Customer care process. HCL process is well positioned to assist Clients with a full spectrum of outsourced services. This process is related to scheduling, rescheduling and cancellation of the exams of the students in United Kingdom. Exams like: GMat, nursing, teacher training etc.

**Roles and Responsibilities-**

* Receiving the back to back calls from the students.
* Confirming the student’s name, status, age and the address.
* Confirming the type of the exam, date and time and the center of the exam.
* Providing the examination center closest to the student’s residence.
* Providing the Reference number of the exam to the students.
* Maintaining the AHT and the quality of the call.
* Supporting and mentoring the new batches on the floor.
* Sending daily report to the Team Leader.
* Follow up on the daily updates of the process
* Downloading the new updates of the process to the new batches on a daily basis.

 **Educational Qualification**

* Completed 10th From CBSE in the 2001- 2002
* Completed 12th From CBSE in the Year 2003-2004
* Completed B.Com (Pass) From Delhi University in the year 2004-2007
* Done Spanish language from Cervantes Institute.

 **Additional Qualifications**

The institute Cervantes headquarters is located in New Delhi; it has 17 classrooms, a library, an exhibition hall and an auditorium.

Done basic course of computer from NIIT.

Date of Birth 14th Sep-85

Place of Birth Delhi, India

Nationality Indian

Visa Sponsored by husband Visa