# 82740 08 Newa

**Anish**

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**CAREER OBJECTIVE:**

A result-oriented individual, keen to secure a suitable position in a progressive multicultural organization thereby my knowledge and experience can be utilized to make a significant contribution to the company.

###### PROFESSIONAL EXPERIENCE:

**Organization:** Paradise Doors and Controls (Bahrain)

**Period:** Jan 2015 till Sept 2015

**Designation:** Administration

**Duties and Responsibilities:**

* Maintain Daily Reports
* Preparing Quotations and Invoices
* Taking care of the Petty cash expenses
* To give instructions to the technicians what all work need to be done today
* To make a note of the customers grievances and to provide services
* To call the customers in order to make the payment ASAP
* To take care of the salaries of the employees
* To take care of yearly services of the annual contract
* To take care of the documentation and tenders
* To negotiate with the customers in order to fix a price.

**Organization:** Celebi Nas Airport Service India Private ltd (Handling Agent for Air China)

**Period:** April 2012 till May 2014

**Designation:** Passenger Service Agent.

**Duties and Responsibilities:**

* For Preflight it starts with initializing of the flight, checking of the book load to ensure how many passengers are travelling. Taking printouts of the passenger manifest, giving seating to the group passengers and also passengers travelling onward. Checking of any special requests and distribution of passenger manifest to various departments for the approval.
* For check in, it starts with checking the documents of the passenger whether he has proper ticket, valid passport and visa. If everything is proper issue them the boarding card along with the check in baggage tags.
* For Boarding gate, it consists of boarding of passengers, taking departure clearance, turnaround of flight that is within stipulated time all the passengers should be boarded simultaneously loading of bags, cargo, fueling, cleaning should be done. And also the arrivals should be taken care of that is clearance and if any property irregularity report should be taken care of.

**Organization:** Planet M Retail Ltd

**Period:** Jan 2011 till June 2011

**Designation:** Operations Trainee in Accounts Dept. for CRP/CRM.

**Duties and Responsibilities:**

* For CRP, taking care of the customer request daily and is to be fulfilled within 7 working days.
* If available in any other stores of the company it should be transferred to the concerned store from which the customer requests arise.
* If not available in any stores, it should be made to be ordered by the merchandiser.
* Updating the CRP link daily after fulfilling the request.
* Preparing of weekly and monthly reports.
* For CRM, taking care of the feedback analysis as well as the loyalty card members.
* In Feedback analysis individually had to solve the issues of the customers, it can be regarding the defected materials given to them from the store, so it should be replaced and the issues should be resolved within 7 days.
* Issues like poor customer service, poor behavior of the salesman of the stores etc. should be resolved.
* Calling our Top 20 stores and updating of the data of the loyalty card distribution to the customers.
* Taking care of the database management.

**Organization:** Falcon Systems

**Period:** Feb 2007 till May 2008

**Designation:** Marketing Executive.

**Duties and Responsibilities:**

* Direct Marketing of the product to the customers and providing them the information.
* Meeting the vendors and providing them the targets and giving them the offers.
* Fulfilling the targets given by the organization.
* Preparing monthly reports and submitting it to the head officer.

**EDUCATIONAL QUALIFICATIONS:**

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| --- | --- | --- | --- | --- | --- |
| Degree | Institute | University/Board | Specialization | Year of Passing | Percentage |
| M.B.A | Sree Amman Institute ofManagement &Research. | University of Bharathiyar | Marketing & Finance | 2008-2010 | 71% |
| PGDCPSA | Garware College | University of Mumbai | Programming Languages | 2006 | 61.68% |
| B.Com | St. Gonsalo Garcia college | University of Mumbai | Accounts | 2005 | 45.14% |
| HSC | Thomas Baptista college | Pune Board | Commerce stream | 2002 | 58.86% |
| SSC | St. Augustine High school | Pune Board | N.A | 2000 | 50.83% |

###### LIVEPROJECT:

* A study on Financial Performance Analysis of PEASS Exports Ltd.

**COMPUTER SKILLS:**

* Packages: Microsoft Office, Tally.
* Web Technologies : Internet Browsing and Mailing.
* Platforms Used: Windows XP, Windows Vista, Windows 7 and Windows 8.

**PERSONAL SKILLS:**

* Self-motivated with an eagerness to learn new concepts.
* Ability to work independently or in a team to meet deadlines.
* Ability to adjust fast to new environments.
* Inter personal relationship skills.
* Communication skills.

HOBBIES & INTEREST:

* Listening Music
* Playing Football
* Browsing

REFERENCE:

Furnished upon Request

**DECLARATION:**

I hereby certify that the particulars given above are true and correct to the best of my knowledge and belief.