

 MONANSHU

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# PROFILE SUMMARY:

*A proactive and well-organized individual looking for a position of a school administrative officer with Learning Loops. Offering the keen sense of time management and well-honed skills in operations management and administrative acumen. Talented Operations Manager experienced in team leadership, project management and budgeting. Looking for the leadership position with the focus on maximizing team productivity, focus, efficiency.*

# SKILLS:

* Data management,
* Confidential,
* Documentation expertise,
* Professional Clerical support,
* well versed with internet ,
* Clear oral/written communication,
* Team building, Organizational skills,
* Excellent multi-tasking ability and High accuracy,
* Professional Strong experience with database software and MS Office Suite.

# WORK EXPERIENCE:

## OASIS PUBLIC SCHOOL (INDIA) SCHOOL ADMINISTRATOR ASSISTANT (Ict teacher) (08/2012 - 12/2013)

## KEY RESPONSIBILITIES:

* Maintained computer and physical ling systems.
* Received, screened and routed incoming calls.
* Provided complete meeting support including preparing materials and taking notes.
* Responded to inquiries from various sources Recruited and hired quailed candidates for vacant and new positions.
* Created reports and presentations.
* Coordinate special projects and managed schedules. Perform administrative duties such as ling photocopying etc.

### PARAMAR MODERN PUBLIC SCHOOL (CUSTOMER SERVICE REPRESENTATIVE)

### ( 01/2014 - 11/2015) (ICT teacher):

KEY RESPONSIBILITIES:

* Managing large amounts of incoming calls.
* Identifying and assessing parents and student’s needs to achieve satisfaction.
* Listen to parent’s questions and concerns, and provide answers or responses.
* Record details of students contacts and actions taken.
* Review and select standard responses for answers or solutions.
* By resolving issues effectively, contributed to people’s loyalty and retention.
* Built sustainable relationships of trust through open and interactive communication.
* Ability to multi-task, priorities, and manage time effectively.
* Communicate and coordinate with internal departments.

## KEY COMPETENCIES:

* Communication skills - verbal and written.
* Good Listening skills.
* Problem analysis and problem-solving.
* Attention to detail and accuracy.
* Data collection.
* Customer service orientation.
* Adaptability.
* Stress tolerance.
* Drafted meeting agendas supplied advanced materials and executed follow-up for meetings and team conferences.
* Managed the receptionist area including greeting visitors and responding to telephone and in-person requests for information.
* Created and maintained spreadsheets using advanced Excel functions and calculations to develop reports and lists.
* Managed daily office operations and maintenance of equipment.
* Received and screened a high volume of internal and external communications including email and mail.

# EDUCATION

## PUNJAB TECHNICAL UNIVERSITY (BACHELOR OF TECHNOLOGY)(Information technology)04/2008 – 06/2012.

* Concentration in Business Management, Human Resources and computer applications.
* Member of training and development cell. Networking engineer, MTNL.
* Coursework emphasis in Marketing, Business and English and information technology.
* Advanced training in Microsoft Word, Excel and MS-PowerPoint.
* Volunteered with NSS i.e. national service scheme. Participated in college tech fest and annual function as well.

# Academic qualifications:

|  |  |  |  |
| --- | --- | --- | --- |
| Qualification and year of passing  | Specialization or subjects | School/college/university | Total marks/percentage |
| 10nth (2006) | Science  | Himachal Pradesh board  | 82% |
| 12th(2008) | Physics, Chemistry, Mathematics  | Himachal Pradesh board | 71% |
| Graduation (2012) | Information technology  | Punjab technical university  | 78% |
| Post Graduation (MBA)  | Finance  | Ignou (on going) | ------------------------------- |

## IGNOU MBA (FINANCE) PRESENT:

* I have completed my two semesters of MBA in finance.
* Coursework emphasis in Marketing, Business and English Advanced training in accounts and managerial skills.

## ACHIEVEMENTS AND CERTICATION:

* Attended a seminar on ethical hacking and cyber security.
* Industrial training in the institute of telecom technology and management.
* The degree of bachelor of technology in computer application in the first division.
* Certification of part of NSS camp i.e. The National Service Scheme (NSS) is an Indian government sponsored public service program conducted by the Department of Youth

Affairs and Sports of the Government of India. Popularly known as NSS, the scheme was launched in Gandhiji's Centenary year, 1969.