**MILAN.359037@2freemail.com**

**MILAN**

**CAREER OBJECTIVE**

 A MEANINGFUL AND CHALLENGING POSITION IN A RESULT ORIENTED COMPANY WHICH SEEKS AN AMBITOUS PERSON, WHERE REQUIRED SKILLS AND EDUCATION WILL BE UTILIZED GROWTH TOWARDS CONTINUED GROWTH AND ADVANCEMENT.

**EDUCATION**

**M.B.A (INTERNATIONAL BUSINESS)**

PONDICHERRY UNIVERSITY

YEAR OF PASSING : **2014**

% OF MARKS : **FIRST CLASS**

 **B.A (*ENGLISH LITERATURE*)**

BHARADHIYAR GOVERNMENT COLLEGE FOR WOMEN

YEAR OF PASSING : **2012**

% OF MARKS : **66% - FIRST CLASS**

**BUSINESS COURSES**

**DCAT (Diploma in Computerized Accounting Technician)**

GENISIS – (BHARATHIAR UNIVERSITY COIMBATORE AFILIATED)

YEAR OF PASSING: **2011**

% OF MARKS : **85% WITH FIRST CLASS WITH DISTINGTION**

**DIPLOMA IN JEWEL APPRAISER (CERTIFICATE COURSE)**

PONDICHERRY INSTITUTE OF CO-OPERATIVE MANAGEMENT

YEAR OF PASSING : **2016**

% OF MARKS : **91% WITH FIRST CLASS WITH DISTINGTION**

**HIGHER SECONDARY**

THIRUVALLUVAR GIRLS GOVT. HIGHER SECONDARY SCHOOL

YEAR OF PASSING: **2009**

% OF MARKS : **66% WITH FIRST CLASS**

**EXPERIENCES**

**RENAULT – KHIVRAJ PEARL MOTORS-SHOWROOM & SERVICE**

**CUSTOMER RELATION EXECUTIVE 8 Months**

**Key Roll : TEAM LEAD**

 \*Provide high level secretarial and administrative support to Managing Director

\* Set up and maintain  files and records

\* Coordinate and schedule events, conferences, meetings, travel, conference rooms etc

\*Screen, handle internal and external calls and redirect calls

\*Manage Schedule and itineraries

\*Handling admin activities

\*Handling customer queries and staff queries

 \*Act as mediator between firm and to customer

 \*Daily reports for daily contact and status

 \*Should provide solution for customer complaint through email and letter drafts

 \*Knowledge to operate Seibel software to contact customers for service reminder and other sources.

 \*Major responsibility to close concern complaints on daily basis.

\*Preparing PPT Presentation of Monthly status.

\*Interacting with customer by phone calls to collect the queries and complaints

**POTHYS PRIVATE LIMITED –** SHOPPING MALL

**GUEST RELATION EXECUTIVE 3 YEARS**

**Key Roll: Manager**

\*Handling customer queries and staff queries

 \*Handling admin activities

 \*Processing exchange for customer

 \*Consolidating Processing for exchange

 \*Mails Approvals Processing

 \*Updating of Present status to Authorities

 \*Preparing PPT Presentation of Monthly status

 \*Data collusion for Monthly Expenses Status

 \*Customer purchase status updates peculiarly for marriage customer

 \*Guiding Customer

**SPI Global Technologies Pvt Ltd**

**Admin cum Front office Executive 16 Months**

**Key Roll: Admin**

\* Handling Calls Foreign client calls

\*Screen, handle internal and external calls and redirect calls

\*Handling admin activities

\*Manage Schedule and itineraries

\*Organize travel arrangements

\* Liais with senior management, clients, external providers

\* Set up and maintain  files and records

\* Coordinate and schedule events, conferences, meetings, travel, conference rooms etc

\*Processing Payments

\*Consolidating Processing

\*Mails Approvals Processing

\*Updating of Present status to Authorities

\*Preparing PPT Presentation of Monthly status

\*Data collusion for Monthly Expenses Status

\*Expenses Tracking

\*Payment Tracking

\*Attendance Maintaining

\*Updating IN and OUT time of Staffs

\*Guiding Housekeeping Peoples and Updating their Attendance

\*Ordering and Providing Stationery by Intimating Vendor/Payment Process also

\* Ordering and Providing Medicine and First Aid Kid to Employees

\* Ordering and Providing Housekeeping Materials

\*Updating Couriers and Covers Details through Mail to Authorities and distributing

\*Intimating Security Daily activities Report and their shift details to Authorities

\*Petty cash Maintaining and Claiming

\*Ms-Office & Ms-Word using for all Payment Updating and Government letter Preparing

\*Daily security Attendances Updating

\* Leave intimation Process

\*Couriering Vendor Payment Cheques Process

\* Arranging Cab for Client and AD’s and CEO

\*Maintaining Excel Diesel Purchase for DG and Company Cab- Driver Beta and food allowances Process included

\*Greeting Client and Customers and providing accommodation Process

\*All local and other Customer calls Handling

\*Cheque tracking and Pending Cheque Status intimating

\*Monthly invoice tracking and intimating to Managers

\*Vendor Frequency Excel maintaining

\*Official Mobile Bills and Landline Bills Process and Approval it Include more than 200 bills per month.(After Resigning Deactivation Process also)

\*Maintaining Facilities Group assets checking and Tracking missing assets to intimating

**CSC -COMPUTER EDUCATION CENTRE**

**Computer Trainer 6 Months**

\* MS-office

\* Tally.erp9

\* Database

\* Spoken English

\* Communication Training and

\* Computer Typing

\*Maintain Attendance-Student and Staffs (IN and OUT Time)

\*Screen, handle internal and external calls and redirect calls

\*Processing Bills and Payment

\*Counseling about the courses available

\*Expenses Tracking and Updating Latest Issues

\*Data Collision for Monthly Expenses Status

\* Liais with senior management, clients, external providers

\* Set up and maintain  files and records

\* Coordinate and schedule events, meetings, conference rooms etc