**CURRICULUM VITAE**

**SHAILA**

**SHAILA.372532@2freemail.com**

**Objective:**

To achieve high standards at my workplace and constantly upgrade myself with knowledge gained from my colleagues, experience, education and elsewhere and apply the knowledge for the success of the organization that I’m part of.

### Ability and Strength:

* Good knowledge accounts and administration works.
* Exceptional telephone etiquette.
* Positive in nature and proven record of excellent customer service.
* I am a highly motivated individual who is always willing to put that extra bit of effort into any assignment that I undertake.
* My strongest assets I believe are my ability to concentrate for long period of time, my willingness to confront difficult problems and the will to perform under pressure.
* In depth knowledge of secretarial software, Outlook, Microsoft Excel and Word.
* Ability to multi-task within a demanding and fast paced environment.
* A comprehensive understanding of health and safety regulations.
* Able to react quickly and effectively when dealing with challenging situations.
* Computer literate with extensive IT knowledge.

**Professional Experience:**

**Company Name : LAURET DMCC**

Period : 2014 to till date

Designation : Secretary cum Account Assistant.

**Secretarial Function:**

* Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
* Making Travel arrangements, Ticket booking, Hotel Reservations.
* Greet visitors and callers, handle their inquiries, and direct them to the appropriate persons according to their needs.
* Schedule and confirm appointments for clients or customers.
* Set up and maintain paper and electronic filing systems for records, correspondence, and other material.
* Set up and handled incoming mail and office filing systems.
* Timely renewal of Company Trade License, Insurances & contact the PRO accordingly.
* Dealing with Insurance Companies for opening insurance policies for company properties
* Quick learner of new software applications.

**Administrative Function:**

* Coordinating office routine.
* Keeping records of office assets, staff records, etc.
* Checking office cleanliness, daily attendance register, other records, etc.
* Preparing import documents and coordinating the same.
* Inventory control of Stationery.
* Maintaining and keeping records of all account books and petty cash.
* Attending the customers during their visits to the office.
* Handling inward and outward dispatch of courier.
* Forwarding the relevant calls/messages to the director.
* Handling the Internet and e-mail messages.

**Sales Coordinator Function:**

* Managing all the sales related activity of the company.
* Responding to sales queries via phone, e-mail and in writing.
* Effectively communicating with customers in a professional and friendly manner.
* Ordering and ensuring the delivery of goods to customers.
* Making follow-up calls to confirm sales orders or delivery dates.
* Supporting the field sales team.

**Responsibilities in Accounting:**

* Maintain all Accounting voucher entry.
* Preparing sales invoices.
* Follow up on Accounts Receivable.
* Check and Verification of Vendor Invoices and payment.
* Maintain records of invoice, payment and receipt
* Verifying of Travel Statement of employees.
* Perform general office duties such as typing, operating office machines, and sorting mail.
* Maintaining accurate and up to date comprehensive and confidential files and records.
* Deposit cash and cheque to the bank.
* Arranging and preparing of stock records, verifying bills, preparation of cash books, Accounts ledger, maintaining books of accounts.
* Conducting physical stock taking & reconciliation & preparing Cheque & Payments Vouchers for the suppliers.

**Company Name : Woodlands Garden Cafe, Vile Parle (W) Mumbai, India**

Period : 2006 to 2010.

Designation : Worked as Receptionist cum Accountant

**Responsibilities:**

* Entering and storing complete data in computer.
* Posting all transactions to make sure that bills are kept up-to-date.
* Preparing the cash for bank delivery and ensuring that all floats are accurate.
* Purchase and Sales Entry as per Item Description in Stock.
* Payment and Receipt Both Cash and Payment.
* Passing Journal Entry.
* Petty Cash Maintenance.
* Monthly Expenses Statement Preparation.
* Maintain day to day accounts and activities of the Cafe.
* Handling Cash counter, billing and receiving cash.
* Responsible for customer service technique and department scheduling.
* Answering busy telephones, directed and routed calls, and arrange reservations.
* Maintaining accurate and up to date comprehensive and confidential files and records.
* **School Name : S.F.S School Honavar, Karnataka-India**

Period : 2004 to 2006

Designation : Worked as computer teacher cum administration

**Responsibilities:**

* Teaching and training students.
* High developed and implemented daily and unit lesson plans for grade.
* Administered testing, tracked and analyzed class performance.
* Student files reviews and assisted in various other duties.
* Presentation and providing review of our campus to parents/guardians.
* Developing excellent report with students.

**Academic Record:**

* Bachelor of Arts from SDM College, India – 2007
* Pre University Course (PUC) from SDM College, India – 2002
* SSLC from New English School, India – 2000

**Professional Record:**

* Diploma in Computer Application & Office Management from Prathibodaya, Honavar – 2004
* Expertise in computer knowledge and skills in Microsoft Office, Microsoft Excel, Microsoft Outlook, Microsoft Power point & Internet.
* Tally-Certificate in Accounting Package.
* Knowledge of PC Set up, System Configurations, Software Installation and trouble shooting.
* Excellent typing skills.

**Languages known:**

English, Hindi, Konkani & Kannada

**Personal Data:**

Gender : Female

Religion : Christian

Date of Birth : 03-04-1984

Nationality : Indian

Visa Status : Employment (Expiry: 25/11/2017)

Marital Status : Married

I hereby state that all the information provided above is true to the best of my knowledge,

All required reference to be furnished upon request.