**GAYATHRI**

**D.O.B: 4/5/1984**

**Passport Date of expiry :14/6/26 Marital Status: Married**

**Email:** [gayathri.374870@2freemail.com](mailto:gayathri.374870@2freemail.com) | Availability: 1 Month notice

**Administrative Professional with 5+ years of Experience**

**Office Administration | Customer Relationship Management | Team Management**

**CAREER SNAPSHOT:** A self-motivated professional who balances a detail-oriented approach with an eye for innovation and creativity at all stages of problem diagnosis and solving

* Highly adept at handling Front Office desk work and administrative works
* Possess excellent working knowledge of all Microsoft Office packages
* A quick learner who can absorb new ideas and experienced in coordinating and organising a wide range of administrative activities
* Well organised and an excellent team player with a proven ability to work proactively in a complex and busy office environment. Confident and poised in interactions with clients at all levels
* Demonstrated excellence in monitoring inventory control, database system and records
* Well organised and proactive in providing timely, efficient and accurate administrative support to office managers and work colleagues

**Technical Acumen:** Good knowledge in C, Oracle with back end VB6.0

Well versed with MS - Word, Excel & Power point

**AREAS OF EXPERTISE**

|  |  |  |
| --- | --- | --- |
| * Customer Service Management * Customer Relationship Management * Customer Acquisition * Target Oriented | * Administrative & Analytical Skills * Communication Skills * Writing & Blogging * Result Oriented in sales target | * Computer Literate * Library Knowledge * Web & Printing Skills * Leadership |

**EDUCATION QUALIFICATIONS**

**Bachelor of Computer Application**  **Jun 2002 – Apr 2005**

University of Madras, Valliammal College for Women, Chennai, India

**PROFESSIONAL EXPERIENCE**

**Office Administrator** Aug2016– Till Date

Maritime 1St Choice ITConsultancy, Chennai

Administration/General Duties

• Provide high quality administrative services to the Maritime Operations section.

• Provide reports/MOM as required.

• Maintain systems for records and databases as required.

• Coordinate and assist with meetings as required.

• Assist with preparation of accounts and answer related queries.

• Recommend changes to procedures.

• Ensure that section deadlines are met and that the section meets statutory and audit requirements.

• Ensure that all customers receive excellent customer service for enquiries and urgent requests are dealt with

promptly.

• Undertake any other relevant duties and projects as directed by the Maritime Operations Manager.

All administrative work complies with internal policy and statutory requirements. • Work is conducted in an efficient, accurate and timely manner. • Queries are dealt with in a timely, professional and courteous manner. • Effective, professional relationships are developed and maintained with internal and external contacts.Maintain Company’s database with data pertaining to Company employees, vendors, clients and other relevant matters.

* Any additional duties are completed to appropriate standards.
* Excellent knowledge of MS Office and office management software (ERP etc.)
* Excellent organizational and leadership skills
* Familiarity with office management procedures and basic accounting principles
* Support budgeting and bookkeeping procedures
* Coordinating office activities and operations to secure efficiency and compliance to company policies

Maintaining filing systems, using various computer packages - Word, Excel, PowerPoint etc…Photocopying and printing.

**Customer Service Officer Aug 2011- Jan 2012**

*Pinnacle Credit Service, Singapore*

* Actively identified the needs of customer and ensured the improvement of processes and systems.
* Played a major role in handling staff position across one of the fastest growing credit service companies.
* Ensured customer satisfaction by providing quality services. Achieved customer objective and possessed good target in closing sales
* Established good working relationships with a wide range of different people

**Admin Assistant Aug 2008 – July 2011**

*JB Printers Sdn Bhd, Malaysia*

* Diligently handled journal entries and maintained general ledgers with general bank transactions
* Prepared financial reports for clients in the transportation, telecommunications and other wedding service
* Verified stocks of the quantities and required materials for the wedding services and printing
* Ensured customer satisfaction by providing quality services
* Attended client’s concerns and complaints and took major step to resolve their quarries

**Assistant Teacher & Librarian Dec2005 – Nov2006**

***Lakeside Primary School, Singapore***

* Conducted dozens of informational sessions at science laboratory and computer labs with students and teachers across the teaching process
* Catalogued hundreds of new acquisitions as well as maintained accurate data on materials
* Successfully resolved student and faculty issues regarding records and registration of students
* Assisted teachers in typing and printing of workout sheets for students
* Developed instructional materials on research methods in various formats such as web, multimedia and print.
* Diligently wrote and published library blog and maintained social media pages
* Oversaw daily patron services and assisted patrons with research questions and assisted students in curricular activities in library

**Front Office Executive & Admin Assistant Jun 2005 – Dec 2005**

***Red Eagle Maritime Service Pvt. Ltd***

* Liable for monitoring inventory control, database system and records
* Performed administrative duties for executive management
* Provided weekly container movements to senior officer in charge
* Maintained professional appearance and demeanour always
* Organized and scheduled meetings and appointments
* Handle and prioritize all outgoing or incoming correspondence (e-mail, letters, packages etc.)
* Make travel arrangements for executives
* Handle confidential documents ensuring they remain secure