**Rashmi – BE **

email: [**rashmi.380421@2freemail.com**](rashmi.380421@2freemail.com)

**Mobile: Whatsapp +971504753686 / +919979971283**

An **experienced professional** with about **6 years of successful track record** of having extensively covered all facets of Project Management Office, Office Administration, Human Resource, Procurement, Product Promotion and Outbound Sales, etc. with Fortune Companies.

**Career Objective:**

To make a valuable contribution to Organization, right from the word **“Start”**.

**Professional Strengths:**

* Entrepreneurial and Leadership skills. A “Go-Getter”.
* Ability to analyze situations, meet timelines and identify & resolve bottlenecks.
* Human Resource, Administration, Procurement.
* Resource Management, CRM, Service Support, Sales & Marketing.
* Excellent written and vocal communication: English, Hindi.
* Zeal of continuous learning.

**Technical Knowledge:**

**CRM, HRMS ,SAP HR, Tally ERP 9, Ms Office** (Word, Excel, Power Point, Outlook), **MIS** (Management Information Systems), **WFM** (Work Force Management), **Service Now**, **Remedy User**, **MoogSoft** (Manager of Managers), **Active Directory**, **Virtual Machines**, **WFE** (Work Flow Engine) and Client Management, **LMI**, etc.

## PROFESSIONAL EXPERIENCE:

**November 2017 - March 2018**

**Genesis Integration LLC**

**Sr. Administrative Assistant-** Reporting to Operations Manager

**The major Roles & Responsibilities include:**

1. Recruitment Coordination

2. Monitor & issue salary slips

3. Office equipment and accessories Procurement Coordination

4. Invoicing and maintain Receipt Record

5. Daily MIS Report

6. Office Document Management

**August 2016 – April 2017**

**HCL Technologies** (Infrastructure Services Division)

**Analyst –** Reporting to Project Manager

**The major Roles & Responsibilities include:**

1. Client: Endeavor Energy, Australia

2. Project Management Office

3. Coordination with Operations Team

4. Team shift allocation & Required Manpower management for the project

**September 2015 – April 2016**

**Dell Services**

**Service Desk Associate** – Reporting to Project Manager

**The major Roles & Responsibilities include:**

1. Client: Moody’s International, USA

2. Project Management Office.

3. Coordination with Operations Team

4. Client communication & Resolving Service related issues

5. Team shift allocation & Required Manpower management for the project

**January 2012 – September 2015**

**Convergys India**

**Associate –** Reporting to Operations Manager

**The major Roles & Responsibilities include:**

1. Client: AT&T Uverse, USA

2. Work Force Management

3. Coordination with Operations Team

4. Client Relationship Management

5. Team shift allocation & Required Manpower management for the project

**Academics:**

Bachelor of Engineering, **B.E- Electronics &Telecommunication**

**Chouksey Engineering College, Bilaspur, CG**

2007 to 2011 | Grade : 1st

#### Personal Details:

**Gender/ Nationality:** Female/ Indian

**Date Of Birth:** 11/Sep/1989

**Marital Status:** Married

**Languages Fluency:** English & Hindi

**Hobbies:** Net Surfing, Reading books

I ……………………………………………….. hereby declare that the information provided above is up-to the best of my knowledge.

Date:…………………………………………

Place:………………………………………..

Signature:…………………………………