**ROHINI**

Mail ID : rohini-389968@2freemail.com

**On Husband Visa**

 **AIM**

A highly motivated, innovative and flexible individual with a strong desire to grow and develop in the organization where I can hone my people skills and contribute effectively to the organizations growth.

 **ORGANISATION EXPERIENCE**

**The Vasant An International School, Dwarka**

**Position Held: Administrator and Public Relation Manager**

**Duration:** Aug 2017 to July 2018

 **JOB PROFILE AND CORE COMPETENCIES**

* Maintains administrative staff by recruiting, selecting, orienting, and training employees; maintaining a safe and secure work environment; developing personal growth opportunities.
* Accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; initiating, coordinating, and enforcing systems, policies, and procedures.
* Provides supplies by identifying needs for reception, switchboard, mailroom; establishing policies, procedures, and work schedules.
* Provides communication systems by identifying needs; evaluating options; maintaining equipment; approving invoices.
* Purchases printed materials and forms by obtaining requirements; negotiating price, quality, and delivery; approving invoices.
* Completes special projects by organizing and coordinating information and requirements; planning, arranging, and meeting schedules; monitoring results.
* Improves program and service quality by devising new applications; updating procedures; evaluating system results with users.
* Achieves financial objectives by anticipating requirements; submitting information for budget preparation; scheduling expenditures; monitoring costs; analyzing variances.
* Maintains professional and technical knowledge by attending educational workshops; benchmarking professional standards; reviewing professional publications; establishing personal networks.
* Contributes to team effort by accomplishing related results as needed.
* Handle petty cash and all expenses.
* Making travel and accommodation arrangements for organization directors.
* Maintain and distribute staff weekly schedules.
* Taking minutes at internal and external meetings.
* Strong time management skill.

**Mercer Consulting (India) Private Limited, Gurgaon, India**

**Position Held: Process Developer**

**Duration:**  March 2011 to July 2017

 **JOB PROFILE AND CORE COMPETENCIES**

* Mapping requirements & providing client the best solutions, functioning as the single point of contact for delivery, assisting in developing, implementing and transitioning, customizing process in line with the guidelines specified by the client / onshore partners.
* Daily calls with Onshores, work forecasting and planning, Backup planning across team, Process standardization and automation.
* Daily quality checks on production, educating team on peer review effectiveness.
* Weekly catch up calls with client/onshore partners to discuss the process health, operational/productivity standards and practices and resolving issues pertaining to the services for accomplishing customer satisfaction metrics.
* Process improvement initiatives by encouraging team members to come up with “PRAGATI” and working with them on it.
* Preparation of Management Information Data and various report like Daily Production Report, Team Effort Analysis Report and Errors Analysis Report etc.

**Other Responsibility**

* Ensuring that the Targeted Service level with the Client is met on a TAT.
* Managing the time sheet on monthly basis.
* Preparing Dashboard Report and delivered the same to Financial Reporting Team for Reporting.

**Key Achievements of the Role:**

* Reward and Recognized for the Star of the Month
* Spot Award.
* Prepared all the SOP’s (Standard Operating Procedure) with all the knowledge gain on Transition.

**BA CONTINNUM INDIA Pvt. Ltd. (Bank of America)**

**Position Held:** **Team Member**

**Duration:** March 2010 to March 2011

 **JOB PROFILE AND CORE COMPETENCIES**

* Indexing Images to a particular code provided by LOB (Line of business)
* Providing floor support
* Reviewing the batches of images
* Handling calls from onshore
* Preparing all reports related to process

**ACADEMIC CREDENTIALS**

- Masters in Business Administrator (MBA) in Human Resource (HR) from Sikkim Manipal University

- B.A from, Delhi University

- Multimedia and Web designing, Diploma Course from Oxford Software Institute

- Class XII in 2005

- Class X I in 2003

 **(Rohini )**