GAGAN



### DOCUMENT CONTROLLER / MANAGEMENT SECRETARY.

***E-mail id :*** [gagan-394672@2freemail.com](mailto:gagan-394672@2freemail.com)

***CAREER OBJECTIVE:-***

I aim to be recognized as an efficient and competent individual having good interpersonal and managing skills. Being a hard worker with a positive attitude, I aspire to prove my talent with teamwork and efficient results of organization that leverages my strengths and enables me to become a valuable and dependable asset for the organizations success, along with providing me a platform for professional and personal growth.

### STRENGTHS:-

* Administrative Skills.
* Reporting Skills.
* Willingness to learn.
* Good communication skills.
* Team working skills.
* Organization and time management skills.
* Assertiveness.
* Tact, discretion and diplomacy.
* Comprehensive problem solving abilities.
* Excellent verbal and written communication skills.
* The ability to be proactive and use your initiative.
* The ability to use standard software packages and to learn bespoke packages if required.
* Editing Skills.

### ADDITIONAL SKILLS:-

* **IELTS :- Band 5.5**

### COMPUTER SKILLS:-

* Microsoft office.
* Basic computer applications.

### EDUCATIONAL QUALIFICATION:-

Bachelor Degree : Bachelor of Arts (Criminology, Psychology, and Sociology) University of Mysore.

PUC(12th/(+2)) : Pre-University college Srimangala (Pre-university Board, Bangalore).

S.S.L.C(10th) : J C school Srimangala (Karnataka Secondary Education Examination Board, KSEEB).

# WORK EXPERIENCE:-

***in LIBYA***

## Duration : October 2017- Till Date

**Position : Document Controller/Management secretary.**

***RESPONSIBILITIES:-***

***As***

### DOCUMENT CONTROLLER:-

* + Responsible for controlling all documentation related activities in a project.
  + Support and coordinates with discipline with administration and control.
  + Ensure all technical documents, such as reports, drawings and blue prints, are collected and registered in the system.
  + Review and update technical documents.
  + In carry/dispatch/Updating Contracts/ Bill details.
  + Preparation of Report.
  + Control and maintain project Record of incoming/outgoing project documents.
  + File documents in physical and digital records.
  + Retrieve files as requested by employees and clients.
  + Print and distribute documents as necessary.
  + Work with documents and records across various departments, including human resource.
  + Maintain confidentiality around sensitive information and terms of agreement.

***As***

### MANAGEMENT SECRETARY:-

* + Deal with telephone and email enquiries, using an email system.
  + Photocopy and print various documents, sometimes on behalf of other colleagues.
  + Produces information by formatting, inputting, editing, retrieving, copying, and transmitting text, data.
  + Organizes work by reading and routing correspondence; collecting information; initiating telecommunications.
  + Maintains department schedule by maintaining calendars for department personnel, arranging meetings, conferences.
  + Completes requests by greeting customers, in person or on the telephone, answering or referring inquiries.
  + Prepares reports by collecting information.
  + Secures information by completing database backups.
  + Provides historical reference by utilizing filing and retrieval systems.
  + Organize and store paperwork, documents and computer-based information.
  + Create and maintain filing and other office systems.
  + Keep diaries and arrange appointments.
  + Maintains technical knowledge.
  + Maintain office procedures.
  + Handle confidential documents ensuring they remain secure.
  + Managing databases.
  + Prepare, submit employee timesheet.
  + Schedule and attend meetings, create agendas and take minutes.
  + Sort and distribute incoming post and Organize and send outgoing post.
  + Arrange training for staff members.

## Duration : September 2016 to September 2017 Position : Subject matter expert (SME).

### RESPONSIBILITIES:-

* + Provide accurate and appropriate information to members and providers in response to inquiries.
  + Addressed customer concerns timely and accurately.
  + Assist members of the team.
  + Monitor daily activity and function of the team.
  + Coach the agents on improving customer interactions.
  + Achieving quality and attendance goals.
  + Sometimes assist with inbound and outbound activity.
  + Handle escalated supervisory type calls.

### PERSONAL DETAILS:-

**Date of Birth :** 20-02-1993

**Nationality** : INDIAN

**Marital Status :** Unmarried

**Languages Known** : English, Kannada, Hindi, Malayalam, Tamil, Coorgi.

### DECLARATION:-

**I hereby declare that all the above mentioned information given by me is true and correct to the best of my knowledge and belief.**

**GAGAN**