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**PREETI**

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***CAREER OBJECTIVE***

To contribute to the field of Administrations, Customer Relations and Brand building through the knowledge and experience gained from the industry, by making efficient and effective use of my abilities to the maximum and thus helping the organization to ultimate success.

***PROFESSIONAL SYNOPSIS***

* Result proven management professional with 7 years of experience in Admin jobs, Customer Care and Guest Relations building record of successin developing strategies and solutions that generate growth.
* Proficient in leading dedicated teams for running successful business operations anddeveloping procedures and standards for business excellence.
* Possess excellent interpersonal, analytical and team building skills with proven ability in managing resources**.**

***WORK EXPERIENCE***

**Duration: Jul 2015 – May 2016.**

**Company - Diamond Star Trading (FZC)**

* Designation– **Administrator cum Office Executive**
* Location: U.A.E.

***Role & Responsibilities:***

* Carry out administrative duties efficiently including correspondence, customer relationsand manage smooth flow of daily operations.
* Organize meeting. Handle minutes taking, collect, organize and summarize information as requested.
* Track office supply inventory; coordinate/prepare order requisitions of needed stationeries.
* Ensure enough quantity of office supplies and equipment to avoid shortage.
* Manage phone call, answer inquiries and address concerns. Ensure all calls are directed in the right manner and important messages are conveyed at the right time.
* Develop and coordinate effective housekeeping and attainable facility maintenance program.

***Experience Gained:***

* Strong orientation in administration and customer relations.
* Organization and Coordination skills.

**Duration: Nov 2013 – Nov 2014.**

**Company - Tata Consultancy services (TCS)**

* Project Name - New India Assurance Project (NIA)
* Designation– BusinessProcess Lead (**Administrator cum Customer Relationship Officer**)
* Location: Mumbai.

***Role & Responsibilities:***

* Scheduling appointments and meetings, meeting room bookings, scheduling Videoconferencing and teleconferences for client visit.
* Meeting and greeting visitors at all levels of higher seniority.
* Arranging travel and accommodation for employeesand occasionally travelling with the senior management team to take notes at offsite meetings or to provide general assistance.
* Arranging Team Outings, theme dinner and Lunch etc. for client visits.
* Assisting in Management Support Services through status reports / post meeting follow up, sending important updates and reminders to project members.
* Dealing with incoming email and post, often corresponding on behalf of the Senior Management team.
* Organizing and attending meetings and ensuring the management is well prepared for meetings.
* Create an effective filing system, manage filing and storing of data/ reports for easy retrieval.
* Perform other duties and responsibilities as requested or required.
* Working within a busy office environment, and supporting team in order to ensure the smooth running of day-to-day activities.
* Communicating clearly with work colleagues using emails etc.
* Quickly learning about new in house database systems.
* Solving queries of NIA users through Calls and Emails.
* Single point of contact for NIA users to get issues resolved.
* Monitoring NIA System Status Report/ NIA Helpline on daily basis and solving and following up on issues raised by NIA users.
* Keeping informed NIA RO, TSS, HO users for planned outages / maintenance activities.

Follow up with Technical team for Escalated tickets.

* Sending Incident Email updates to NIA and TCS for Major Incidents and Issues.
* Helping with raising Special Request and coordinating with Security team for SFTP Password reset for NIA users.
* Updating NIA Portal Notice Board with System related issue details/updates.
* Make outbound calls to Ro’s for Core & Portal performance.
* Coordinating with the Technical Team and conducting session for Team Members to get Information regarding the Change requests deployed.
* Maintaining record of Daily Activities of Team members to Track their day to day activities.
* Evaluated and encouraged my team members to improve their performance.

***Experience Gained:***

* Strong orientation in administration and customer relations.
* Organization and Coordination skills.
* In leading a team of size 5-10.
* Contributed in quality improvement by documenting all activities of the team.
* Streamlined the responsibilities of each team member.
* Followed process as per TCS and client standards and implemented smooth Hand Over Take Over in the team.

**Duration: Aug 2008 – Oct 2013.**

**Company: Tata Consultancy services (TCS)**

* Project Name – Malaysia Airlines Fare Filing and Distribution
* Designation: Business Process Lead. (**Administrator cum Pricing analyst**)
* Location: Mumbai.

***Role & Responsibilities:***

* Providing Admin support via diary management, scheduling appointments and meetings, meeting room bookings, scheduling Videoconferencing and scheduling teleconferences.
* Customer focused approach to all customer requests and interactions ensuring the customer are kept fully updated on the procedures and outcome.
* Client visit coordination.
* Ensuring security breach is not done by the employees in the areas of access card and visitor handling.
* Assisting in Project Management Support Services through status reports/post meeting follow up, transcribing meeting minutes, sending important updates and reminders to project members.
* Consolidate and summarize reports,on a weekly basis or as required, Submit the same to

management.

* File documents/letters systematically and keep all assigned files up to date.
* Coordinating with Other entities in Arranging VC’s and Meetings.
* Arranging Team Outings and Lunch etc. for the Employees.
* Have sound knowledge of CRS (1A/1G /1S) in performing testing in reservation and auto pricing.
* Loading Fares and rule condition for airline through ATPCO.
* Checking out whether fares and rules are getting displayed in all GDS as per intent.
* Keeping eye on fares getting auto priced with proper rule conditions through all agents worldwide.
* Loading Internet based fares for airlines. Coding FBR filings, RBD chart, Baggage allowance.
* Handling various types of public fares as well as private fares (Tour Operator, Group, Student, Ethnic and specific agents).
* Handling Team and keeping a check on their quality and productivity.
* Leading and managing new product launches.
* Handling quality issues, performing QUALITY Audits, updating MIS and dissemination of information as per requirement.
* Managing Team, monitoring quality of work and productivity.
* Corresponding with the Airline.
* Resolving complex pricing issues and escalating issues as needed; exercise strong judgment within guidelines and performing adhoc tasks as and when needed.
* Detecting the errors if any and then reporting respective CRS through Trouble Report.
* Following up or Escalating the Trouble Report with the CRS.
* Attending to queries of internal and external customers.

***Experience Gained:***

* Multitasking.
* Organization and Coordination skills.
* Training new employees.
* Airline Pricing Concepts.
* Solving customer related issues with regards to auto pricing.

***Educational Qualification***

* Completed Bachelors of Commerce (B.Com) from Mumbai University Specialization in Finance Management and Accounts in Year 2008 with First Class.
* Completed Higher Secondary Certificate (HSC) from Maharashtra State Board in Commerce in year 2005 with Distinction.
* Completed Secondary School Certificate (SSC) from Maharashtra State Board in year 2003 with First Class.

*PERSONAL DETAILS*

Date of Birth : 15 Dec 1987

Nationality : Indian

Languages Known : English, Hindi, Marathi and Tulu

Marital Status : Married

Visa Status : Husband Sponsorship Visa