

UMA MAHESWARI S

ADMINISTRATIVE OFFICER AND PARENT COUNSELLOR

SAP FICO CERTIFIED PROFESSIONAL

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CAREEROBJECTIVE

Experienced administrative professional seeking an Administrative Officer position to utilize organizational and multitasking abilities in managing office operations efficiently. Committed to supporting executive teams, streamlining administrative processes, and fostering a productive workplace through effective communication and problem-solving skills

EDUCATION

- **Bachelor of Commerce (General)**, Mahalakshmi Women's College of Arts and Science
Graduated in First Class (80%), 2020
- **Higher Secondary**, PSBB Matriculation Higher Secondary School, Chennai
Graduated (83%), 2016

KEYSKILLS

- Proficient Communication
- Empathy & Patience
- Accuracy & attention to Details
- Customer Service Skills
- Team Collaboration
- Time Management
- Problem Solving Abilities
- Multitasking & Active listening

ITSKILLS

- MS Office
- Accounting Software Tally
- Zoho Software (CRM)
- Data Entry Skills
- Receipt & Invoice Generation
- Email & Chat Platforms
- Computer Knowledge
- Cash Management

WORKEXPERIENCE

- **NARAYANA E-TECHNO SCHOOL**
Administrative Officer & Parent Counsellor (April 2023 – Present)

Key deliverables:

- Over the past two years, I have effectively managed daily office operations, ensuring seamless coordination of schedules, meetings, and travel arrangements for staff. I have maintained organized filing systems, both digital and physical, safeguarding document confidentiality, and facilitating easy retrieval.
- My role involved overseeing inventory management, ensuring timely procurement of office supplies to prevent shortages. I have prepared and distributed comprehensive reports and presentations, supporting senior management in decision-making processes.
- Additionally, I have collaborated with the finance department to assist in budgeting and expense tracking, contributing to cost-effective operations.
- As a Parent Counsellor, I have provided empathetic support to families, facilitating open communication between parents and the educational institution.
- I have conducted regular counselling sessions, addressed parental concerns, and guided them through their child's academic and emotional development.

- Collaborating closely with teachers and administrative staff, I have developed individualized plans to address specific student needs, ensuring a cohesive approach to education.

➤ **AUTO RELLI NISSAN – CAR SERVICES**

Cashier (January 2022– February 2023)

Key deliverables:

- Over the past year, I have efficiently managed customer transactions at the car service center, ensuring accurate billing and prompt processing of payments through various methods, including cash, credit cards, and digital platforms.
- I have maintained meticulous records by accurately posting payments on customer service orders and processing warranty information.
- By balancing the cash drawer daily and promptly reporting any discrepancies, I have upheld financial integrity and accountability.
- My role also involved providing exceptional customer service by addressing inquiries, resolving billing issues, and directing customers to appropriate personnel for further assistance.
- Additionally, I have assisted in clerical tasks, such as maintaining and filing repair orders and parts invoices, contributing to the overall efficiency of the service department.

➤ **VENPER ACADEMY**

Tele calling Associate & Fees Manager (September 2020– October 2021)

Key deliverables:

- As a Tele calling Associate, I consistently achieved monthly lead conversion targets by effectively engaging prospects and utilizing them for seamless transactions.
- Maintained high customer satisfaction scores by promptly addressing inquiries and resolving issues.
- Demonstrated meticulous attention to detail by accurately documenting all customer interactions in the CRM system, facilitating efficient follow-ups and data-driven decision-making.
- In the role of Fees Manager, ensured timely collection of fees, achieving a high percentage of on-time payments, and minimizing outstanding dues.
- Produced accurate and comprehensive financial reports monthly, aiding in strategic financial planning and maintaining transparency.
- Adhered strictly to institutional policies and regulatory requirements, ensuring all fee-related activities were compliant and audit-ready.

TRAINING DETAILS AND CERTIFICATION

- Completed SAP Fico Professional Certificate at Pumo Technovations.
- Completed training in Tally, GST and certified by Exito
- Diploma in Yoga Excellence.