

UMA MAHESWARI S

ADMINISTRATIVE OFFICER AND PARENT COUNSELLOR SAP FICO CERTIFIED PROFESSIONAL

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CAREER OBJECTIVE

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

KEY SKILLS

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

IT SKILLS

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

WORK EXPERIENCE

- **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.

TRAININGDETAILSANDCERTIFICATION

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