

SHRUTI NAIR

Pune Maharashtra

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SUMMARY

Highly-motivated employee with desire to take on new challenges. Adept of working effectively and quickly learning new skills. Ability to manage multiple projects simultaneously with strong attention to details.

WORK EXPERIENCE

OPERATIONS EXECUTIVE, VERSION SYSTEM Pvt. Ltd

June 2022- Feb 2023

- Coordinated with cross-functional teams to ensure smooth operations
- Configured policies and procedures(Leave accrual, Attendance penalties, and Payroll calculations) for day-to-day operations that comply with company standards and regulations
- Resolved escalated customer inquiries or complaints in a timely manner
- Communicated with departmental leaders to identify and solve daily operations issues
- Managed customer inquiries through phone calls, emails, or other forms of communication
- Provided training sessions to clients on company procedures and protocols
- Managed client data in Hr software including setting up employee profiles, defining access controls and customizing reporting features.

ADMINISTRATOR, GENIUS ENGLISH MEDIUM SCHOOL

Mar 2022- June 2022

- Coordinated and managed daily administrative operations of the office
- Organized and maintained filing records
- Answered incoming calls and direct callers to appropriate personnel or department, or took messages as needed
- Scheduled follow-up calls with applicants as needed when requested by hiring manager or recruiter
- Responded promptly to inquiries from applicants regarding job openings and other related topics
- Contacted prospective parents for admission via phone calls
- Managed admissions processes for incoming students, promptly collecting and processing necessary documents
- Assisted in administering admission exams for students ensuring a smooth examination process

EDUCATION

Master of Business Administration

2016-2018

Human Resource Management
Christ Institute of Management

Bachelor of Commerce

2013-2016

Business Management
M.J. Kundaliya College

RESEARCH

- Internship project: To study "On Patient Satisfaction at ChristHospital Rajkot with respects To Out- Patient Department"
 - Comprehensive project: "A Study of Reverse Mentoring aspracticed by academicians in Higher Education Sector of RajkotCity".
 - Global Country study report on: "Agriculture Industry of Portugalw.r.t to business opportunity in Gujarat".
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PROJECTS UNDERTAKEN

- MBA Semester 1: Project at "Gopal Pvt. Ltd"
 - MBA semester 2: project at "Mahindra Gears & Transmission Pvt. Ltd"
 - MBA semester 3: project at "Gopal Pvt. Ltd"
 - MBA semester 4: project at "Skywin spinning Pvt. Ltd."
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EXTRA- CURRICULAR ACTIVITIES

- Coordinated state level and national level case analysis competitions. (Shylock Show)
 - Functioned as student mentor for student development programs. (Imprints)
 - Coordinated inter-school talent hunt. (Chrizzellenz)
 - Functioned as student mentor for HR-Club.
 - Coordinated inter-campus competitions. (La-Esplorazione)
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SKILLS

Active listening	Teamwork
Quick learner	Adaptability

LANGUAGE

English	Hindi
Malayalam	Gujarati