

Nikath Parveen

Loyal Green Garden, Flat No.45/3, Thiruvalluvar Street,
Om sakthinagar, Ambattur, Chennai –600053

Date of Birth - 25th Sep 1990
C: +91- 9003140402, 9962806101
sona4nikath@gmail.com

CARRIER SUMMARY

Versatile Office Manager cum facility management who applies exceptional organizational skills while overseeing both smaller and larger administrative teams. Adopt at coordinating meetings and conference calls, planning itineraries and designing detailed spreadsheets. Focused on entire Management activities for efficient office operations through effective management methods. High skill set programming on MS-Office (MS Word, MS Outlook, MS Excel, MS Publisher & MS PowerPoint), C & C++.

WORK EXPERIENCE

Office Manager

Aug²⁰¹⁸ to Jan ²⁰²⁰

SCORPIO MARITIME INDIA PVT LTD

- Handling calls incoming and outgoing. Maintaining the EPABX system at the front office.
- Greetings Seafarers, walk-in clients and visitors, vendors, outbound staff.
- Manage entire Administration and facility services, IT services, Hr services etc.
- Inventory Management: Stationery, Medicines, housekeeping supplies, Pantry supplies, and IT.
- Coordinate with housekeeping staff to have daily facility rounds.
- Ensuring checklist updated upkeep of facility.
- Making Presentations for office boys training.
- Travel Management: Arranging cabs for Seafarers, outbound staff and High officials.
- Event Management: Organizing get together, outing, special events like women day, conference meetings.
- Responsible for Office Event management planning for Diwali, Christmas & New Year celebrations.
- Delivering Monthly reports. managing all administrative functions, security issues and facility services and any other administrative functions as deemed by Client
- Vendor invoices processing aligned with Client's finance process. Almost handles with 40+ invoices and Uploading insisted on processing payment every month.
- Maintain appropriate stock levels of all consumables to ensure smooth operations & escalate in time to achieve availability of stocks.
- Ensured effective material management. Maintain proper stock registers for all type of materials/Consumables
- Coordination with employees, getting feedback about personal issues or other statements.
- Maintenance of Building: ex: Lift, common area, car parking and steps.
- Petty Cash Handling.
- Offering food depends on seafarers' arrival.
- Calculating and comparing costs for required goods or services to achieve maximum value for money.
- Updating Employee Birthday list and joining data list.
- Blocking conference rooms upon Schedule meetings.
- Ensure the reception area is tidy.
- Coordinate the repair and maintenance of office equipment.
- Dispatching outbound couriers and receiving inbound couriers.
- Maintaining records of vendors and client contacts
- Keeping records of project samples items like seminars, conference meetings and events.
- Maintain files and folders
- Responsible for Coordination among different department of company
- Coordinate between Hr Managers and candidates.
- Budget Control and Implementation
- Support facilities in maintaining daily operational functions
- Resolve Facility related issues and lead support as needed
- Review and approve equipment standards.
- Responsible for maintaining public safety servers and computers, printers, faxes.
- I upgraded the servers Raid array.

- Skills used in troubleshooting, building, repairing, maintaining computers.
- Follows fire drill procedures in the workplace every six months.
- Maintaining record of AMC (Computers, AC, Pest Control) etc.
- Coordinates with accounts department related to Petty cash, Invoicing, following on pending payments etc.
- Coordinates with Crew departments related to Seafarers arrival, flight bookings, room booking and cab booking until they safely land on board.

Admin Manager

Mar 2014 to Feb 2016

IMARTICUS LEARNING PVT LTD

- Supervise and manage all day-to-day office administrative activities.
- Vendor Management & Office Administration (Adequacy of Stationary/Provisions/Refreshments/adequacy of Sub Staff) Courier & Dispatch (Inward/Outward/Outstation) / also making record of local maintenance.
- Coordination and maintenance of systems related to Housekeeping.
- Managing vendors and keeping track of the cycle of all maintenance contracts and AMCs.
- Keeping records of Visiting Cards, Utility Payments, Printing of Stationery.
- Maintaining record of AMC (Computers, AC, Cars, Pest Control, Insurance, Etc.)
- Updating Assets List of the company.
- Handling complete Facilities and infrastructure of the office and liaising with contractors and interiors for the same.
- Coordinating with Travel Agencies for Airlines & Railway bookings, Hotel bookings & Car arrangements for employees & guests.
- Monthly updating of the Leave records of all the Employees.
- Issuing Offer Letters, Appointment Letters & Confirmation Letters.
- Taking Exit-Interview and Issuing Relieving letters & full and final statement of existing employees.
- Participating and Discussing with Management regarding the new policies.
- Maintaining the records of the employee by maintaining their personal file.
- Counseling of new admissions. Converting walk-in into admissions.
- Providing proper guidance to the students and the parents for the admission procedure.
- Help students understand the best suitable course for them.
- Coordinate with other departments and Work on documentation of students joining us
- Updating details on EDUMATE system for fees collections from students & send it to daily report to MD
- Regular Follow ups and data management.
- Conduct events for students
- Developed and maintained efficient relationships with students.
- Set monthly collections goals.
- Revenue generation through Admissions.
- Handle the daily activities of Collection.
- Plan collection policies and processes and check implementation
- Ability to resolve all issues efficiently
- Supervised working of call center representatives for walk-ins

Front office Executive cum Admin

RENAULT NISSAN AUTOMOTIVE (I) PVT LTD

Feb 2010 to Nov 2013

- Excelled in role requiring the ability to handle a variety of customer service and administrative tasks and resolve customer issues with expediency.
- Demonstrated proficiencies in telephone and front-desk reception within a high-volume environment.
- Calmed upset/angry customers researched and rapidly solved problems and rebuilt client trust to prevent the loss of key accounts.
- Each day should handle above 300 visitors.
- Operating visitor management system with printer & Microsoft outlook (sending and receiving mails).
- Handling EPABX for calls
- Coordinating with Hr., external affairs, and MD secretary.
- Travel Management, Meeting Management, Calendar Management
- Reports and handling day to day operations, maintaining all confidential information and records, Checking, reporting, and responding to the Director emails, sending messages to directors regarding the invitation (Wedding, Reception,

farewell, Inauguration etc.) Sending reminder messages to the directors.

- Credit Card payments Accounting Management, Credit card statements, renewals etc. Maintain the directors' contacts in address book
- Act as the point of contact between the directors and external and internal clients
- Developing and implementing security policies, protocols and procedures
- Controlling budgets for security operations and monitor expenses
- Direct line management of, Patrols Manager, Site Managers and Control Room Duty Manager.
- Plan and coordinate security operations for specific events
- Coordinate staff when responding to emergencies and alarms
- Review reports on incidents and breaches
- Investigate and resolve issues
- Create reports for management on security status
- Respond to medical emergencies, bomb threats, fire alarms, or intrusion alarms, following emergency response procedures.
- Experience using relevant technology and equipment (e.g., CCTV)

Education

Master's Degree – M.B.A General Management

2013

Anna University

Chennai

Bachelor's Degree – B.A Tourism & Traveling

2011

University of Madras

Chennai

BTEC- HNC– Airhostess

2009

frankfinn institute of Airhostess Training Chennai

LANGUAGES KNOWN

Read & Write: English, Tamil, Urdu

Speak: English, Hindi, Tamil, Urdu