

# MEENU DUGGAL MEHTA

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## PROFESSIONAL PREFACE

- ⇒ Professional with over **7 years** of rich experience in handling Front Desk, Back-office, Administration, Department co-ordination, Banking Operations & Customer service.
- ⇒ Demonstrating delivery of high quality output.
- ⇒ Result oriented with proficient communication skills, competent interpersonal and presentation skills.

## EMPLOYMENT RECITAL

### Salwan Public School, Office Executive (Old Rajinder Nagar, New Delhi) July'16 – June'18

#### Key Deliverables

- ⇒ Handling Group Medi-claim policy of Salwan Group of Schools.
  - Intimate employees in case of deficiencies as informed by the Insurance Company.
  - Coordinating with Insurance Company in timely settlement of employees' claims.
- ⇒ Organize Governing Body Meeting of Salwan Education Trust.
  - Distribution of Agenda and Annexures to the members
  - Informing the Trustees about the date & venue and taking their confirmation
  - Make travel arrangements for Trustees
  - Preparations relating to venue of the meeting
  - Prepare agenda and MOM
- ⇒ Organize Principals and Directors Meet.
- ⇒ Organize meetings of Salwan Schools Employees Group Gratuity Trust
- ⇒ Maintain Minutes Book & Dispatch Register of Gratuity Trust
- ⇒ Collect and compile the feedback reports of Books, Uniform and Canteen outlets and review their contracts.
- ⇒ Prepare Sanction Notes for various purposes & PowerPoint presentations.
- ⇒ Fix up meetings/appointments with the Directors and Principals.
- ⇒ Collect and compile data from all 13 school branches as and when required.
- ⇒ Arrangements for transportation, refreshment, IT, stationery etc.
- ⇒ E-mailing, documentation, filing, indexing and record keeping.
- ⇒ Receive and sort mails/deliveries/couriers.

#### At the Front Office:

- ⇒ Welcome visitors and answer phone calls at the reception. Attend/resolve queries.
- ⇒ Updating staff and students' attendance on daily basis.
- ⇒ Receive and sort daily mails/deliveries/couriers, prepare gate-passes.
- ⇒ Maintain DAK register, Event, Transport, Refreshment Register etc.
- ⇒ Fix up appointments with the Principal and arrange all other meeting requirements.

### Taj Eduglobe Ltd, Counsellor- Operations (Cannaught Place, New Delhi) Jan'16 - June'16

#### Key Deliverables

- ⇒ Training acquired on DMIT (Dermatoglyphics Multiple Intelligence Test), Psychometric Test and MET (Mark Enhancement Technique).
- ⇒ Study personalities and accordingly recommend the clients ways to overcome their weaknesses and enhance overall ability.
- ⇒ Take feedback from the clients and update the concerned authorities.
- ⇒ Visit schools to introduce products under the brand name DISCOVER BRAIN.

**Axis Bank Ltd, Front Desk Officer- Operations (Halol, Gujarat) March'14 - October'14****Key Deliverables**

- ⇒ Interact with customers and explain the features of banking products like Savings Account, Current Account, various Insurance policies, Mutual Funds, Credit Cards, loans etc.
- ⇒ Coordination with all departments for timely completion of work.
- ⇒ In charge of interbank cheque clearing system and handle backend operations.
- ⇒ Identify target clients/sectors & generate new leads, meet prospective customers.
- ⇒ Offer a 360 degree solutions to the clients, empowering them to get maximum response and conversions.
- ⇒ Focus on "Customer Delight."

**Notable Accomplishments**

- ⇒ Certificate of Excellence in High Value Current Account Campaign in June-Sept'14.
- ⇒ Certificate of Appreciation in Q1 CASA CHAMPS "Current and Savings Account Deepening" in June'14.
- ⇒ Participation Certificate of SWAGAT-2014 Banking Awareness and Orientation, KYC & AML, Prevention of Frauds and Finacle 10.2 Application User Induction Training Programme in May, 2014.

**General Motors India Pvt Ltd. Halol, Executive Assistant and Department Coordinator (Global Purchasing & Supply Chain) January'12 – March'14****Key Deliverables**

- ⇒ Calendar management- arrange, coordinate and prioritize complex scheduling.
- ⇒ Prepare reports using Ms Office for All Employee Meetings (AEM) held every month.
- ⇒ Provide telephone coverage, take accurate messages, know executive's whereabouts and handle urgent calls with appropriate judgement.
- ⇒ Arrange internal (typically require extensive coordination) and external meetings.
- ⇒ Planning and scheduling meetings and appointments.
- ⇒ Arrange teleconferences, global calls and board meetings in consultation with the executive.
- ⇒ Responsible for travel arrangements and hotel bookings (domestic and international).
- ⇒ Organize specific meeting requisites like IT support, emailing, distributing meeting materials, refreshments etc.
- ⇒ Email communication with team & suppliers and escalation of information like organizational announcements, decommissioned vehicles etc.
- ⇒ Maintain stationery record for audit purpose; coordination with admin and other sub-departments on day to day basis.
- ⇒ Prepare expense reports, fuel consumption reports, invitation letters etc.
- ⇒ Ensure executive's chamber ambiance and proper guest welcome.
- ⇒ Maintain files and record keeping.

**Notable Accomplishments**

- ⇒ Certificate of Appreciation for excellent support as a coordinator on Global Education Day in June, 2013.

**Checkmate Services Pvt Ltd, Executive (Operations & Audit) April'10- January'12****The Growth Path**

|                         |                  |
|-------------------------|------------------|
| April'10 – September'11 | Executive        |
| October'11 – January'12 | Senior Executive |

### **Key Deliverables**

- ⇒ Collect feedback from clients pertaining to the services provided by security guards, cash vans and housekeeping. Based on feedback, send it to the concerned branch office.
- ⇒ Maintain client database and update regularly.
- ⇒ Prepare monthly and annual reports.

### **EXTRAMURAL ENGAGEMENTS & ACCOLADES**

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- ⇒ Internship Training at Bank Of Baroda, Mandvi branch Vadodara in 2011.
- ⇒ Executive Committee Member of PG Hall, Halls of Residence (MS University of Baroda) during the year 2008-09.
- ⇒ Course on Computer Concepts (CCC) organized by Computer Centre, Maharaja Sayajirao University of Baroda, Vadodara.
- ⇒ Passed the 53<sup>rd</sup> Annual All India General Knowledge Test conducted by the All India Board of General Knowledge Test, a wing of USO all over India with 63%.
- ⇒ Scored 1<sup>st</sup> position in the inter school General Knowledge Exam held by Leopard Group of Halol.
- ⇒ Scored 2<sup>nd</sup> position in the event named Tug of War during the celebration of Youth Festival, SPARK'09 by MSU.
- ⇒ Scored 3<sup>rd</sup> Position in Intermediate Drawing Grade Examination held by State Examination Board (Gujarat).

### **SCHOLASTICS**

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- ⇒ **PGDBF (Banking & Finance)** from Symbiosis Centre for Distance Learning (SCDL) with 60% (2011-15).
- ⇒ **PGDBI (Banking & Insurance)** from Shri Deep Ashwinbhai Patel Institute of Post-Graduation Studies, Maharaja Sayajirao University, Vadodara with 61% (2010-11).
- ⇒ **B.Com (Accountancy & Financial Management)** from Faculty of Commerce, Maharaja Sayajirao University, Vadodara Gujarat (2007-10).
- ⇒ **HSC** from M.G.M (Mar Gregorious Memorial) School, Halol Gujarat (2007).
- ⇒ **SSC** from M.G.M School, Halol Gujarat (2005).

**IT Skills:** Comprehensive exposure to MS Office, Open Office, Outlook Express, Lotus Notes & Finacle

### **PERSONAL DOSSIER**

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**Date of Birth** : 15<sup>th</sup> June, 1989  
**Address** : B-3/50, 2<sup>nd</sup> Floor, Ashok Vihar, Phase-II, Delhi-52  
**Marital Status** : Married  
**Linguistic Abilities** : Hindi, English, Gujarati and Punjabi