

ANJU RAWAT



Khasra No. 553/1, Flat #A-2, U/G/F, Bank Colony, Delhi, New Delhi- 110062.



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Professional Profile

Accomplished Administrative Executive Assistant, capable of handling a wide range of administrative functions and consistently producing quality work. Professional with over a decade of success providing administrative support to senior management. Works effectively in a fast paced environment, prioritizing tasks and meeting and works well independently. Excellent interpersonal skills, initiative, attention to detail and follow through skills. Focused and self-driven when given independent work. Personable and professional under pressure. Well organized with ability to rapidly learn new tasks.

EXPERIENCE HIGHLIGHTS

- Administrative Support
- Executive/Team Assistant
- Front Desk Specialist
- Sales Support Services
- HR Assistance
- Management & Supervision

ADMINISTRATIVE SUPPORT

- Overseeing the work of clerical and performed administrative duties, as well as making sure that everything is in place for the office to function smoothly.
- Responsible for managing office inventory and ordering office supplies as necessary.
- Managed office rentals, security & fire alarm systems and equipment, IT-assets, office access cards or emergency procedures managing by building management etc.
- Creating a filing and numbering system which helped the company with better organization.
- Assisted in development and production for printed materials, brochures, signage, and other marketing pieces.
- Creating and updating multiple databases and spreadsheets, and editing reports/presentations .
- Maintained accurate records of all petty cash transactions. Organizing and creating a detailed expense reimbursement reports on a timely basis.
- Performed a variety of secretarial and administrative duties for assigned staff.

EXECUTIVE/TEAM ASSISTANT

- Providing executive support to the Asia Director, Regional Managers & Internal Superior staff members, including organizing both their calendars and schedules.
- Managing all the scheduling by setting up meetings and making appointments, including heavy Outlook calendar management ensuring time management.
- Keeping the records of expenses by Credit Card, for business transactions and other office activities.
- Coordinated local/inter-state conferences/meetings. Researched and booked facilities. Arranged setup of meeting rooms and equipment. Ordered meals and break-time refreshments.
- Assisted Senior Managers & Office executives with purchase order requests.
- Travel arrangement, by managing all travel arrangements including airfare, transportation, hotel stays, and travel itineraries.
- Producing letter request for Visa Application.

FRONT DESK SPECIALIST

- Greets all clients and visitors, ensuring that they received outstanding first impression of the company, and determine whom and when they could speak to certain individuals.
- Answering telephone with multi-line computerized phone line and gives information to callers or routes call to appropriate person, places outgoing calls when requested for six offices.
- Sorted and distributed incoming communication data, including faxes, letters and emails.
- Make sure the maintenance of front desk, conference rooms, pantry, break-room on daily basis. Proper coordination with housekeeping staff as per requirements/visit in the office.

SALES SUPPORT SERVICE

- Processing and verifying orders and invoices.
- Verifying orders, including customers' personal information and payment details. Also, contacting customers by phone or email to answer queries and obtain missing information.
- Maintaining and updating sales and customer records.
- Extensive interaction with the high-level clients and handling their needs as requested.
- Compiling monthly as well as annual sales reports and submitted to management for further action.
- Expediting orders through internal liaison.
- Answering customer queries and providing basic customer service. Also, communicate important feedback from customers internally.
- Liaise with the Logistics department to ensure timely deliveries.
- Worked to provide excellent customer service in potentially high-stress situations.

HR ASSISTANCE

- Provide clerical & administrative support to the HR department, including maintaining employee's files, enter employment data into computer database, track and update employee attendance and leaves of absence etc.
- Acted as liaison with building management, maintenance, and company headquarter for required material shipping.
- Participated in staff recruitment, hiring process - sorting and then submitting job applications to the HR for review, training, and scheduling candidate interviews & bringing them to proper locations with the appropriate staff member.
- Keeping files of all correspondences and necessary reports and maintaining contracts. Developed new filing and organizational practices.
- Coordinate orientation and training sessions for new employees.
- Responsible for onboarding of new hires with training and company policies and procedures.
- Reviewing the purchase/AMC agreements and ensuring that the information reflected is accurate.

MANAGEMENT & SUPERVISION

- Coordinated business development trainings - online / events / conferences /exhibitions. Researched and booked facilities. Arranged setup of meeting rooms and equipment. Ordered meals and break-time refreshments.
- Assisted with the maintenance of office server backups/issues and computer and/or phone troubleshooting, with the guidance of offsite IT team. Also, ensured that office equipment is running smoothly and arrange for equipment repairs and maintenance.

EMPLOYMENT HISTORY

- CUSTOMER SUPPORT REPRESENTATIVE, SALES, INDIA, M/s Extron Electronics Pvt. Ltd., (May, 2016 – August, 2023)
- OFFICE-CUM-COMPUTER ASSISTANT, M/s National Institute of Health & Family Welfare (NIHFW), (August, 2015 – May, 2016)
- FRONT OFFICE CUM ADMIN ASSISTANT, M/s Consolidated Carpet Industries Ltd., (January, 2011 – August, 2015)

- ADMIN EXECUTIVE, M/s Aryavrata Impex Consultants, (May, 2009 – December, 2010).

ACADEMIC QUALIFICATIONS

- Pursuing Master's in Public Administration (MPA), Office & HR Management, IGNOU Open University, 2025 (expected).
- B.A. (HONS) MATHEMATICS: Motilal Nehru College from Delhi University in 2009.
- Technical Skills: Completed "O" level course from DOEACC society in 2008.

KEY SKILLS

- Office Administration & Schedule Appointments
- Multi-Line Phone System & Standard Office Equipment
- Ability to learn new software applications
- Organizational & Office Equipment Skills
- Database management
- Sales Support - Customers
- Expense reporting, Quote, PI and invoicing

TECHNICAL SKILLS

- Effective knowledge in a variety of business computer systems including Microsoft (Word, Excel, Outlook, PowerPoint), CRM (Customer Relationship Management) & Avante software.

ACHIEVEMENT

- Supported staff effectively in assigned project-based work.
- Responsible to schedule annual certification trainings for potential customers and make arrangements such as create trainings in CRM system as well as company's website, check availability of trainers (Singapore/India), shortlisted candidates and enrolled them in system, send invitees and confirmation accordingly, mark attendance, and provide certification after successfully completion.
- Interacted with organization's superior management to arrange attendance at meetings and recording/compiling and distributing the minutes.

PERSONAL DETAILS

- Father's Name : Lt. Kamal Singh Rawat
- Mother's Name : Mrs. Rajeshwari Devi
- Date of Birth : 18th May 1989
- Place of Birth : Uttarakhand

REFERENCES

- Available on request