Femina Japhri

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**Executive/ Personal Assistant**

*"Unlocking Compliance, Fostering Governance, and Navigating Corporate Success."*

A dedicated and efficient Personal Assistant with a prolific 15 years of rich and diversified experience in scheduling meetings, managing emails and correspondence, billing, and secretarial work. Excellent at managing travel plans, organizing calendars, and preparing PowerPoint presentations. Contributes innovative ideas for organizational infrastructure through SOP creation and branch operations. Professionally experienced with Microsoft Office, Desktop Publishing, and Tally with Taxation. Dedicated to improving corporate processes and ensuring compliance.

**SIGNATURE SKILLS**

* Meeting Schedule Management
* Email Correspondence
* Billing and Filling
* Credit Card Processing
* Event Coordination
* Travel Planning
* Calendar Management
* SOP Development
* Branch Operations
* Ticket and Hotel Booking
* Infrastructure Improvement
* MS Office Proficiency
* Taxation Expertise
* Executive Support
* Time Management

**CORE COMPETENCIES**

* **Calendar Management**: Schedule and manage appointments, meetings, and conference calls for the executive. Coordinate and prioritize the executive's daily schedule.
* **Communication**: Screen and manage incoming calls, emails, and other forms of communication. Draft and edit correspondence, memos, reports, and presentations on behalf of the executive.
* **Travel Arrangements**: Make travel arrangements, including booking flights, accommodations, and transportation. Prepare travel itineraries and ensure travel documents are up-to-date.
* **Document Management**: Organize and maintain documents, files, and records. Assist in document preparation and proofreading.
* **Meeting Support**: Prepare meeting agendas, materials, and minutes. Coordinate logistics for meetings and ensure all necessary resources are available.
* **Project Assistance**: Assist in various projects and initiatives as assigned by the executive. Conduct research, compile data, and create reports as needed.
* **Confidentiality**: Handle sensitive and confidential information with discretion and professionalism.
* **Stakeholder Relations**: Interact with internal and external stakeholders, including clients, vendors, and colleagues, on behalf of the executive.
* **Expense Management**: Track and process expenses, ensuring accuracy and compliance with company policies.
* **Office Management**: Maintain office supplies and equipment as well as oversee office organization and tidiness.

**WORK EXPERIENCE**

**Wens Remedies Pvt. Ltd., Mumbai Jul 2020 - Present**

**Executive Assistant**

* **Meeting Schedule Maintenance:** Efficiently managed and organized executive calendars, ensuring timely appointments and commitments.
* **Emails & Correspondence**: Handled email communications, maintaining a high level of professionalism and timeliness in responses.
* **Billing, Filling, Credit Card**: Managed billing processes, maintained organized filing systems, and oversaw credit card transactions.
* **Outdoor, and Indoor Events**: Coordinated various outdoor and indoor events, ensuring smooth execution and client satisfaction.
* **Travel Management**: Efficiently arranged travel logistics, including booking flights, hotels, and transportation.
* **Calendar Management**: Oversaw the scheduling and organization of meetings, appointments, and events.
* **Secretariat Work:** Successfully performed secretarial duties, including document preparation and distribution.
* **PowerPoint Presentation**: Created compelling and informative PowerPoint presentations for internal and external use.
* **SOP Creation**: Developed Standard Operating Procedures (SOPs) to streamline processes and enhance efficiency.
* **Branch Operations**: Played a key role in branch operations, ensuring smooth day-to-day activities.
* **Ticket and Reservation Hotel Booking**: Managed ticketing and hotel reservations, optimizing travel experiences for team members.
* **New Ideas for Organization Infrastructure**: Actively contributed innovative ideas for improving organizational infrastructure and processes.

**Praxis Global Alliance, Mumbai Jan 2020 – Jul 2020**

**Associate – Operations**

* **Outdoor / Indoor Event Management**: Organized outdoor and indoor events, including logistics, vendor coordination, and attendee management.
* **Company Website Updations**: Regularly updated and maintained the company website with relevant content and information.
* **Branch Functions Daily Basis**: Managed daily branch operations, ensuring smooth functioning and adherence to company protocols.
* **SOP Maintenance**: Oversaw the development and upkeep of standard operating procedures for various departments.
* **Ticket, Hotel Booking, Meeting, Contracts**: Handled ticket bookings, hotel reservations, scheduled meetings, and managed contract documentation.
* **Procurement, Vendor Management, Repair**: Managed procurement processes, maintained vendor relationships, and oversaw equipment repairs.
* **Maintenance, Housekeeping:** Supervised maintenance and housekeeping staff, ensuring a clean and functional work environment.
* **Staff Onboarding, Training, and Exit Process**: Facilitated the onboarding and training of new employees and managed the exit process when necessary.
* **PPT Presentation**: Created compelling PowerPoint presentations for internal and external use.
* **New Ideas and Concept for Better Office Environment**: Brainstormed and implemented innovative ideas to enhance the office environment for employees.

**Nandan Petrochem Limited, Mumbai Aug 2018–Jun 2019**

**Executive Assistant to MD**

* **Document Preparation and Management**: Orchestrated the creation of detailed reports, memos, invoices, letters, and various official documents.
* **Call Management and Messaging**: Managed incoming calls, efficiently directing them to the appropriate individuals or meticulously documenting messages.
* **Financial Oversight**: Proficiently handled fundamental bookkeeping tasks, ensuring financial records were accurate and up-to-date.
* **Records Organization and Retrieval**: Organized and retrieved corporate records, documents, and reports with precision.
* **Research and Data Compilation**: Conducted thorough research and gathered data to prepare documents for comprehensive review.
* **Meeting Coordination and Documentation**: Spearheaded meeting preparations and maintained precise meeting minutes.
* **Travel and Accommodation Arrangements**: Demonstrated adeptness in arranging travel, hotel accommodations, and visa procurement for the Managing Director.
* **Office Operations and Database Management**: Executed essential office responsibilities, including procurement of supplies and efficient database management.
* **Correspondence Handling**: Methodically sorted and distributed incoming emails and correspondence.
* **Administrative Support and Document Review**: Delivered comprehensive administrative support by meticulously scrutinizing bills, invoices, and documents before presenting them for MD's approval.

**Mayfair International, Mumbai Feb 2015–Aug 2018**

**Executive Assistant**

* **Primary Contact Role**: Managing Correspondence and Calls. Served as the initial point of contact, managing correspondence and phone calls efficiently.
* **Prioritization of MD Correspondence**: Prioritized and managed all correspondences related to the Managing Director.
* **Comprehensive Support for MD**: Handled various tasks and responsibilities associated with the Managing Director's role.
* **Appointment and Event Coordination**: Assisted in planning appointments, meetings, conferences, and other events.
* **Travel and Accommodation Arrangements**: Skillfully booked and arranged travel, transportation, and accommodation.
* **Event Management**: Orchestrated the organization of events and conferences with precision.
* **Report Preparation**: Proficiently typed, compiled, and prepared reports, presentations, and official correspondence.
* **Database Management and Filing**: Managed databases and filing systems effectively.
* **Implementation of Administrative** **Systems**: Implemented and maintained procedures and administrative systems to enhance efficiency.
* **MIS Review and Reporting**: Conducted regular reviews of weekly Management Information Systems (MIS) and provided valuable insights to the Managing Director.

**Dr. Viral Desai’s Clinic– Hair, Skin & Laser, Mumbai Nov 2012–Jan 2015**

**Administrative Specialist**

* **Compliance and Organizational Development**: Ensured compliance with statutory requirements and contributed to the overall development of the organization.
* **Systems and Procedure Maintenance**: Maintained and enhanced systems, procedures, and records in alignment with organizational policies and objectives.
* **Meticulous Record-Keeping**: Ensured the availability of current, accurate, and easily accessible information through meticulous record-keeping.
* **Collaboration within Corporate Framework**: Collaborated within the framework of the corporate plan, as directed by the Managing Director.
* **Support in Reporting and Documentation**: Supported the MD in the preparation and presentation of reports, proposals, budgets, and contract-related activities.
* **Documentation for Decision-Making**: Assisted the MD in preparing essential documentation for key decision-making processes.
* **Efficient Administrative Management**: Effortlessly managed all other administrative and secretarial duties within prescribed timeframes.

**Kaya Skin Clinic-- Skin & Laser, Mumbai June 2010–Nov 2012**

**Administrator**

* **Customer Service Excellence**: Delivered exceptional in-person and telephone customer services, ensuring the highest quality of service.
* **Sales Target Attainment**: Achieved daily sales targets to meet the branch's financial objectives.
* **Efficient Front Desk Operations**: Supported the front desk by efficiently handling EPABX operations, billing, daily reports, and stock supply management.
* **Operational Precision and Client Satisfaction**: Ensured error-free operations by meticulously rostering staff, addressing client complaints, coordinating housekeeping tasks, conducting regular client follow-ups, and implementing checklists and standard operating procedures (SOPs).

**PREVIOUS EXPERIENCE**

**VLCC International – Slimming, Hair & Beauty Services Co. Dubai (UAE) Oct 2006–Jan 2010**

**Administrator & Senior Customer Care Executive**

**EDUCATION**

* Bachelor of Commerce: Jiwaji University, Gwalior, Passing Year = 2005.

**PERSONALITY SKILLS**

Detail-Oriented | Organized | Analytical Thinker | Effective Communicator | Proactive Problem Solver

**IT SKILLS**

MS Office: Word, Excel & PowerPoint | Desktop publishing | Tally with Taxation |