**Noella Fernandes**

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**Email:** noella.ferns119@gmail.com  **Address:** E-8 Achanak Colony,

Mahakali Caves Road,

Andheri (E)

Mumbai – 400093

**Phone Number: +**919892938035

**Career Objective**

To work with a reputed organization with a vision for growth of the organization and myself.

**Academic Details**

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| --- | --- | --- | --- | --- |
| **Qualification** | **Institute** | **University/Board** | **Year** | **Class** |
| T.Y.B.A | St. Xavier’s College, Fort | University of Mumbai | 2006 | First |
| H.S.C | St. Xavier’s College, Fort | MaharashtraState Board | 2003 | First |
| S.S.C | St. Xavier’s High School, Bhandup | MaharashtraState Board | 2001 | First |

**Professional Qualifications**

* Successfully completed Diploma in International Air Transport Association (IATA) in September 2006, securing a First Class.
* Successfully completed the training program in Computer Reservation System (CRS) in Amadeus.

**Work Experience**

1. **Executive Assistant to the Founders/ Department Heads at QUANTIPHI ANALYTICS AND SOLUTIONS PVT. LTD.**

**18th December 2017 till date (5 Years and 10 months)**

Job Responsibilities

* Assisting the Founders/ Department Heads of the Company with their day to day requirements. Calendar Management with regards to scheduling internal and external meetings according to different time zones and solving calendar conflicts.
* Scheduling Board Meetings, Bankers and Investor Meetings as per requirements
* Assisting in travel requirements, like flights, hotels and ground transportation. Preparing and managing itinerary considering Managers requirements.
* Claiming monthly expense to the company for reimbursement for the Founders.
* Managing internal / external requests for appointments & arranging internal and external meetings, conference / video conference calls. Ensure the communication received at the Director's office is reviewed, discussed with the Director and timely replies are sent to the concerned people.
* Welcoming company Clients in the organization during their visits and ensuring all arrangements for visiting Clients are in place.
* Conduct research and gather information as and when required by the Director. Improves quality results by studying, evaluating, and redesigning processes, implementing changes. Enhances Founder’s and company’s reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
* Managing proper communication with developers, clients, vendors and internal departments for smooth functioning of business. Ensuring a high level of confidentiality while communicating with internal stakeholders and external partners. Handling of top & confidential correspondence & managing of document flow.
* Act as the point of contact among executives, employees, clients and other external partners.
* Assist in any other administrative support as required on a day to day basis for handling the Directors office effectively. Coordinating all the administrative work within the department/division, working with other departments/divisions and companies.
* Completes projects and special assignments by establishing objectives. Determining priorities; managing time; gaining cooperation of others; monitoring progress; problem-solving; adjusting plans.
* Train and supervise other administrative staff

**Key Skills:**

* Professional discretion. Ability to manage a calendar and schedule appointments.
* Proficiency with Microsoft Office tools such as Word, Excel, and PowerPoint
* Excellent written and verbal communication skills
* Excellent organizational skills
* Familiarity with social media platforms
* Proficiency with cloud-based platforms such as Google Docs, Zoom, and other remote team messaging

apps.

* Strong time management skills and the ability to multitask.
* Ability to work in a fast-paced environment.

### Executive Assistant/ Assistant Manager – Operations at INFINIA SERVICES AND SOLUTIONS PVT. LTD

**9th December 2013 – 15th December 2017 (4 Years)**

Job Responsibilities:

* Calendar Management according to different time zones. Responding to calls and emails on behalf of the Head Management
* Arrange and Coordinate all Domestic and International travel, Flights and Hotel Bookings for Head Managements, Staffs in the company and clients(customers). Preparing and managing itinerary considering Managers requirements ensuring cost effectiveness.
* Scheduling and Coordinating meetings for the Head Management with respective clients as and when required. Summarize and proofread various reports and documents for the managers. Coordination between the managers and other members of the organization.
* Prepare, follow up and update MOM on a timely basis and ensure closures of open items as per timelines.
* Handling a Team and drafting agenda and circulating within the team.
* Making Flight, Hotel and Car Bookings for the clients based on Loyalty Program. Handling Escalation cases, issues and concerns from clients providing solutions at first instance within the TAT.
* Making a monthly report with regards to invoices by the suppliers. Reconciling redemptions done at the end of the month.

1. **Senior Associate - DELTA AIRLINES at WIPRO LTD.**

**16th October 2006 – 6th December 2013 (7 Years)**

**Department: Corporate Customer Care**

Job Responsibilities:

* Handled Reservation and Ticketing of flights using CRS called Deltamatic.To make changes on holding ticket passenger reservations.
* To provide special services like assigning seats, wheelchairs, meals and change of existing seats held.
* To assist passengers with their request for hotel and ground transportation.
* Handling passengers’ complaints related to flight disruptions, baggage delay, airport issues, inflight issues via e-mails, mails and faxes and providing appropriate solutions by offering compensation in the form of Delta SkyMiles, Delta Choices, Electronic Transportation vouchers and Inflight coupons.

**Extra Curricular Activities**

* Participated in Social Involvement Program (SIP) in St. Xavier’s College, Fort, Mumbai

**Other Details**

**Date of Birth :** 11th September 1985

**Marital Status**  **:** Married

**Hobbies and Interests :** Adventure sports, Traveling, Listening to Music and Dancing

**Languages Known :** English, Hindi, Marathi and Konkani.