**Mrs. Harsha R. Mulak**

**Mobile:**91-7755923232,9028477332

**Email:** [**harsha.r.mulak@gmail.com**](mailto:harsha.r.mulak@gmail.com)

***Middle level assignments in Business Development, Marketing, Administration with an organisation of repute Company.***

**PROFESSIONAL PROFILE**

**CORE COMPETENCIES**

- Business Development

- Marketing

- Work Management

- Office Administration

**MANAGEMENT SKILLS**

- Excellence in Analysis and

Problem Solving

- Strong Influencing Skills

- Achievement oriented

Team Builder

- Persuasive Communicator

* A dynamic professional with around10years’ of rich experience in Marketing, Office Management and Administration.
* Strategist with proven abilities in devising strategies to augment business.
* Proven track record of successfully superseding predefined targets and accomplishing consistent growth in turnovers.
* Highly successful in building relations with decision makers; seizing control of critical problem areas and delivering on client commitments.
* Skills in communication, presentation with demonstrated abilities in mentoring motivated teams towards achieving organizational goals.

**EXPERTISE ORBIT**

- Strategy Planning - Business Development - Profit Centre Operations

- Distribution- New Initiatives / Set-ups - New Market Development -

- Product Promotions - Training & Development - People Management

- Competitor Evaluation

**ORGANISATIONAL EXPERIENCE**

**Global International School As Admin since Dec 2016**

**Nashik**

**RESPONSIBILITIES:**

* Administer the 'student lifecycle' from registration or admission to graduation or leaving;
* Provide administrative support to an academic team of lecturers, tutors or teachers;
* Draft and interpret regulations and deal with queries and complaints procedures;
* Coordinate examination and assessment processes;
* Participate in the development of future information systems;
* Contribute to policy and planning;
* Manage budgets and ensure financial systems are followed;
* Purchase goods and equipment, and process invoices;
* Supervise other administrative staff;
* Liaise with other administrative staff, academic colleagues, teachers and students;
* Communicate with partner institutions, other institutions, external agencies, government departments and prospective students;
* Organize and facilitate a variety of educational or social activities.

**SaisevaMultyspecility As Administrator since Jan 2012 to 2016**

**Nashik**

* Work with Medical Directors & Corporate team to identify operational issues, implement changes, track & improve the performance.
* Responsible for managing all accounting details, including billing, tally updates, credit, purchase,

Invoice management coordination with HO, daily cash deposit to bank, monthly reconciliation & closure of book.

* Train personal & financial in the hospital on policies, process, systems, IT, billing & other operational activities.
* Conducts ward & department rounds twice a day & collect relevant information as per round.
* Coordination with various departments within the hospital & with HO team.
* Follow up with referring Doctors, patients, insurance companies & other partner on regular basis.
* Resolves Patient/visitors queries & Guide them as required.

**DeltacomStructueral As Manager since mar 2011 to Dec 2011**

**Consultancy,nasik**

**RESPONSIBILITIES:**

* Coordinating all clerical staff & utilizing office equipment effectively.
* Creating and implementing new administrative systems.
* Organizing induction programs for new staff.
* Recording office expenditure and managing its budget.
* Coordinating meeting and networking events.
* Maintaining office equipment & arranging any repairs or replacements.
* Arranging all travel and accommodation arrangements for staff.
* Ensuring that all health and safety policies are observed
* Reporting on office performance to directors and senior managers.
* Carrying out staff appraisals, managing performance & disciplining staff.
* Ordering stationery, office equipment and furniture as required

**Reshikesh Hospital As Administrator since Feb 2010 to Feb2011**

**Nashik.**

**RESPONSIBILITIES:**

* Work with Medical Directors & Corporate team to identify operational issues, implement changes, track & improve the performance.
* Responsible for managing all accounting details, including billing, tally updates, credit, purchase,

Invoice management coordination with HO, daily cash deposit to bank, monthly reconciliation & closure of book.

* Train personal & financial in the hospital on policies, process, systems, IT, billing & other operational activities.
* Conducts ward & department rounds twice a day & collect relevant information as per round.
* Coordination with various departments within the hospital & with HO team.
* Follow up with referring Doctors, patients, insurance companies & other partner on regular basis.
* Resolves Patient/visitors queries &Guide them as required.

**Purva Innovative Education As Branch Manager April 08 to March 09**

**Pune**

**RESPONSIBILITIES:**

* Managing sales operations thereby achieving increased sales.
* Ensuring maximum customer satisfaction by attending their complaints.
* Supervising daily operations by scheduling appropriately to meet workflow demands.
* Apply new Marketing Strategies& Conducting sales promotion activities to improve the sales ratio.
* Maintain regular recruitment and training.
* Recruiting, leading, training & monitoring the performance of team members to ensure efficiency in sales operations.

**CMS Computer Co.Ltd.,As.Branch Manager May 07 to Feb 08**

**Ahmednagar**

**RESPONSIBILITIES:**

* Devising sales strategies evolved by marketing department & monitoring performance.
* Recruiting, leading, training & monitoring the performance of team members to ensure efficiency in sales operations and meeting of individual & group targets.
* Tapping all the segments for conducting sales promotion activities to improve the sales ratio.
* Maintain regular recruitment and training.
* Ensuring maximum customer satisfaction by attending their complaints, resolving their concerns and achieving delivery and quality norms.

**GET (Rukhmini Software Pvt. Ltd.) Asst. HR May’05-Jan’07**

**PUNE**

**Growth Path:**

Asst. Administrator Jan 07 to Sept 07

Asst.HR Oct 07 to July 08

**RESPONSIBILITIES:**

* Recruiting student in company.
* Tapping all the segments for placement consultants.
* Maintain regular recruitment and training.
* Day to day office work, maintenance of accounts & petty cash.

**HBL Processing Pvt. Ltd.(HDFC bank credit cards), Team Leader Oct 2004 to May 2005 PUNE**

**Growth Path:**

Senior Sales Executive Oct 2004 to Dis 2004

Team Leaders Jan 2005 to May 2005

**RESPONSIBILITIES:**

* Guiding office set up functions.
* Handling Team of 10 to 15 sales executive.
* Directing business to business sales and resolving customer queries for credit card processing.
* Supervising daily operations by scheduling appropriately to meet workflow demands.
* Acting as a point of escalation for customer complaints to ensure timely resolution.
* Opening corporatefor the purpose of tie up with HDFC Cards.

**ACADEMIA**

B.Com from Ahmednagar (2004)

H.S.C From Pune University (2000)

S.S.C from Pune University (1998)

**PERSONAL DOSSIER**

Date of Birth : 7th Nov. 1982.

Address : Flat no.204,Akshar Residency, Shivkripa Nagar,Hirawdi,Nasik-05