

MICHELLE FERNANDES

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SUMMARY

Completed Corporate – Post Graduation in Business Administration – Specialized in Human Resource committed to academic excellence and seeking to apply inherent business acumen to deliver outstanding administrative successes as an officer Prepared to implement diverse skill sets, technical proficiencies, and fresh perspectives to the leadership and management of academic personnel, office operations, and corporate vision.

SKILLS

- Corporate Social Responsibility
- MS Office
- Office equipment operations
- Data entry
- Invoicing and billing
- Organization and efficiency

EXPERIENCE

Dec 2021 Till Date: Front Office Executive

Garware Hi-Tech Films Ltd – Vile Parle

- **Charitable Trust Support (Garware Charitable Trust)**

- Drafted emails to NGOs following the release of monthly donations.
- Collected knowledge receipts, 80G certificates, and annual utilization reports from NGOs.
- Ensured timely collection and submission of annual 10BE forms from NGOs
- Provide excellent client and guest care, ensuring staff was informed of visits and requirements.

- **Administrative and Office Support**

- Managing administrative tasks, ensuring smooth office operations and client/guest interactions
- Maintain accurate records for fire safety equipment and cylinders.
- Prepare ID cards, visiting cards, and coordinate pre-employment medical tests for new employees.
- Manage EPBAX system for effective communication and support.
- Oversee pantry and housekeeping inventory, ensuring timely stock management.
- Coordinate logistics for board meetings and training sessions, including projector setup, seating arrangements, stationery, and refreshments.
- Place orders for pantry and housekeeping supplies via phone or email.
- Manage stationery and printing materials, including vendor coordination and procurement.
- Delegate outdoor tasks to office support staff as needed.

- **Bill Processing and Utilities Management**
 - Prepare and submit electricity, water, telephone, and petrol bills for approval and payment processing.
 - Coordinate the monthly refilling of first aid kits at the office and guest houses.
- **Dispatch and Shipping Coordination**
 - Manage online shipping bookings (DHL, Blue Dart) and processed shipments.
 - Handle petty cash and customs cash for dispatch and shipping-related expenses.

Aug 2018 to April 2021: Front Office Executive

Getinge Medical India Pvt Ltd– Andheri

- **Administrative Support and Office Management**
 - Managed various administrative tasks to ensure smooth office operations.
 - Delivered exceptional client and guest care, ensuring staff was informed of client visits and their needs.
 - Coordinated office festivals and celebrations to enhance workplace culture and employee engagement.
 - Oversaw Annual Maintenance Contract (AMC) renewals for ACs, alarm systems, coffee machines, pest control, and carpentry services.
 - Prepared ID cards and visiting cards for new employees.
 - Managed inbound courier processing and distribution.
 - Administered the EPBAX system for effective internal communication.
 - Maintained accurate records for pantry supplies and housekeeping materials.
 - Updated and managed the employee telephone directory and birthday records.
 - Organized board meetings and training sessions, including room setup, projector, seating arrangements, stationery, lunch, and snacks.
 - Placed orders for pantry and housekeeping materials via phone or email.
 - Managed stationery and printing materials, coordinating with vendors for procurement.
 - Delegated outdoor tasks to office support staff as needed.
 - Conducted monthly meetings with office boys, housekeeping, and pantry staff to ensure efficiency and quality service.
 - Coordinated domestic air travel ticket bookings for employees.

Aug 2016 to Aug 2018 : Admin Assistant

Lilavatibai Podar High School – Santacruz

- **Administrative Support and Coordination**
 - Managed day-to-day administrative tasks to ensure smooth office operations.
 - Coordinated events and activities, ensuring timely execution and smooth logistics.
 - Provided support to teachers in syllabus planning and curriculum-related tasks.
 - Addressed and resolved queries related to the transport department efficiently.
 - Prepared Bonafide and transfer certificates for students.
 - Managed reception area, ensuring a professional and welcoming environment for visitors and staff.

Oct 2015 to Aug 2016: Project Coordinator
Apex, India - Bandra

- **Project and Technical Support**

- Provided comprehensive support to the project team throughout the project lifecycle, ensuring timely and successful project completion.
- Assisted the technical team with ongoing tasks and ensured smooth execution until project completion.
- Managed communication systems for both project and service teams, ensuring effective collaboration and information flow.

Feb 2015 to Oct 2015: Receptionist-cum-Front Office Executive
Sunrise Diagnostic Centre- Bandra

- **Administrative and Healthcare Support**

- Managed the EPBAX system for effective internal communication.
- Coordinated and arranged medical tests for candidates as part of their hiring process.
- Prepared and processed customer bills accurately and promptly.
- Scheduled and confirmed appointments for patients and medical staff.
- Coordinated doctor-patient interactions to ensure smooth and efficient service delivery.
- Maintained accurate records for the center and doctor's registers.
- Oversaw courier services and ensured timely processing of incoming and outgoing shipments.

Oct 2012 – Oct 2014: Assistant to Dr. C D'Costa - Mahim

- **Healthcare Support and Coordination**

- Coordinated patient interactions, ensuring smooth scheduling and communication.
- Assisted the doctor during patient consultations and procedures.
- Maintained accurate records of medicines and medical supplies at the clinic.

EDUCATION AND TRAINING

Examination	Institution from	Year of passing
S.S.C	Canossa Convent High School	2009
H.S.C	Kirti M Doongursee College	2011
T.Y.BA	Kirti M Doongursee College	2015
C-PGDBA	Symbiosis -Center for Distance Learning	2024

PERSONAL INFORMATION

Date of Birth: 28th October 1992

Nationality: Indian

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