

Summary

Years of Experience

15+

Office of Employment

Chennai, India

Industries

- Business Technology Consulting
- Travel Management
- Events Management
- Banking

Types of Facilities

- Office Administration
- Travel Management
- Customer Relationship Management
- Project Management

Areas of Expertise

- Managerial skills
- Supply management
- Proficiency in Microsoft Office
- Reporting skills
- Adept in Technology

Professional Summary

Anitha Charles has 15+ years of experience in Office Administration and has wide range of experience optimizing productivity, efficiency and service quality across various environments. Highly dependable, ethical and reliable support specialist and leader that blends advanced organizational, technical and business acumen. She works effectively with cross-functional teams in ensuring operational and service excellence. Experienced office Management and Administration

Qualifications

Education

MBA in LIBA, Loyola College, Chennai

B.A Psychology, Annamalai University, Chidambaram

Diploma in Tourism & Airlines Management at Loyola College

Software / Skills

- MS Office
- One Drive
- Email
- Advanced computer Skills

Languages

- English
- Tamil

Experience

Administrative Manager in WOOD

- Oversee all operations and administration for day-to-day business, managing every aspect of development, from vendor selection to furniture orders.
- Knowledge and proficient in Microsoft (office & business) applications
- Excellent organizational skills and proven expertise in managing and mastering details
- Established an efficient and accessible organization and filing system.
- Perform overflow support to Vice President, Business Manager and Engineering Manager as well as other Consultants as needed.
- Handled a variety of administrative support, and HR that thrives in demanding, fast-paced environment.
- Scheduled and coordinated meetings, appointments, and travel arrangements for managers.
- Maintained utmost discretion when dealing with sensitive topics.
- Managed travel and expense reports for department team members
- Purchased and maintained office supply inventories, always being careful to adhere to budgeting practices
- Recorded, transcribed, and distributed minutes of meetings

Human Resource Management

- Prepare & maintained employment records related to events such as hiring, termination, leaves, transfers, or promotions
- Interpret and explain human resources policies, procedures, Professional Tax laws, standards, or regulations.
- Process, verify and maintain personnel related documentation, including staffing, recruitment, training, grievances, performance evaluations, classifications, and employee leaves of absence.
- Explain company personnel policies, benefits, and procedures to employees.
- Record data for each employee, including such information as addresses, weekly OT's, absences, and dates of and reasons for terminations.
- Compile and prepare reports and documents pertaining to daily attendance.

Travel Management

- Prepared require travel documents for official travel request and obtain country clearances for foreign travel.
- Coordinated, integrated, and synchronized all travel/trip plans, schedules, and agendas.
- Provide technical guidance, direction and assistance concerning all official travel matters.
- Prepared cost analysis to determine the travel methods, hotel accommodations, airfare, rental vehicle and other travel expense.
- Scheduled and prepared travel itineraries outlining flight schedules, rental car pick up, and hotel accommodations and other amenities needed.
- Assisted with budget analysis and administration by maintaining ledgers, compiling, consolidating, checking and arranging funding data
- Ensured the travel needs are met within the constraints of the company travel policy and budget

Anitha Charles

Administrative Manager



Project Co-Ordinator

- Provided full and confidential secretarial and administrative service to the project management team
- Generate proposals number for the Project proposals
- General assistance to Project Team
- Plan and prioritise workload to maximise efficiency
- Provide project administrative support to the project team
- E-mail and diary management

CRM Management

- Working with management, strategic planning & analysis staff, and end-users to create and manage complex workflow rules, data validation
- Submission and tracking of proposals and conference submissions, including setting up opportunities in company project management and CRM database and maintaining the opportunity, CRM and conference pipeline
- Design, develop, test, and implement new processes, such as lead management, campaign management, surveying, internal workflows, etc
- User support - troubleshooting, identifying problems and working with IT to resolve technical issues and work with users to provide proper training
- Work closely with the CRM offshore team to manage the day-to-day case work load

Project Invoicing

- Created financial reports and supported all areas of responsibility
- Managed a \$350,000 budget, with a reduction of costs totalling over two years
- Performed process analysis and communicated recommendations to management
- Process journal entries and perform accounting corrections to ensure accurate records

Asst Manager HR & Administration (Zeta Travel Technologies, UNIGLOBE Air Travel Bureau Ltd & Kaar Technologies)

Recruitment

- Resource Planning
- Sourcing CVs from various portals
- Telephonic screening of candidates
- Coordinating and arranging interviews
- Preparing Offer letters / Appointment letters

Post Recruitment

- Joining formalities
- Induction for new joiners
- Issuing ID card, access card, Salary Account kit and other joining kits



HR Database

- Preparing and updating EIB (Employee Information Bank)
- Preparing and maintaining Employee files

Administration

- Providing administrative support on core HR processes.
- Updating the HR calendar.
- Resolving any payroll errors.
- Involved in the payroll process
- Answering telephone calls relating to HR issues.
- Receiving and tracking employment applications.
- Responding to employment verification requests.
- Updating computer payroll systems.
- Composing and typing letters or correspondence.
- Ordering stationary that will be used in the HR department.
- Maintaining accurate employee records.
- Carrying out employee background checks.

Team Member – Tele calling End To End Marketing Solutions (P) Ltd

- Strategically planning and executing large scale & high-end events across the country with Microsoft TechEd, SAP TechEd
- Producing detailed proposals for event time lines, venues, suppliers, legal obligations, staffing and budgets.
- Managing large budget event campaigns.
- Finding suitable and commercially viable venues for events.
- Working with marketing teams to publicise events.
- Sourcing high quality hosts and entertainers.
- Defining sales, revenue targets and performance objectives.
- Managing customer relationships.
- Building strong, loyal customer relationships at a senior level within key customers.
- Managing promotional days, launch activity and material distribution.
- Dealing with Health & Safety issues as well as Risk Assessments.
- Researching markets to identify opportunities for events.
- Negotiating with the event organisers.

Professional History

- Wood (2012 – Present)
- Zeta Travel Technologies, Asst Manager HR & Admin (Feb 2012 – Sep 2012)
- UNIGLOBE Air Travel Bureau Ltd, HR & ADMIN – SPOC (July 2010 – Feb 2012)
- Kaar Technologies Pvt Ltd, Senior Executive – Travel and Admin (Jan 2009 – July 2010)
- End To End Marketing Solutions (P) Ltd. Team Member – Tele calling (July 2004 – Jan 2009)