

Rikhia Chakraborty

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PROFESSIONAL SUMMARY

Highly organized and detail-oriented Executive Assistant with proven experience in managing executive calendars, travel arrangements, and coordination of high-level meetings. Proficient in managing confidential documents and acting as a liaison with stakeholders. Excellent at multitasking and prioritizing tasks to ensure smooth functioning and timely delivery of projects.

KEY RESPONSIBILITIES

- Manage executive calendars, appointments, and daily schedules.
 - Coordinate and book travel arrangements (flights, accommodations, etc.) and manage travel budgets.
 - Perform secretarial tasks, including preparing reports, taking minutes, and organizing documents.
 - Act as the primary liaison with stakeholders, ensuring clear communication and prompt resolution of inquiries.
 - Draft and handle correspondence on behalf of the executive.
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KEY SKILLS

- Strong organizational and multitasking abilities.
 - Excellent written and verbal communication.
 - Proficient in Microsoft Office and calendar management tools.
 - Ability to maintain confidentiality and handle sensitive information.
 - Skilled in CRM and ERP systems, ensuring efficient operations and reporting.
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PROFESSIONAL EXPERIENCE

Executive Assistant to the President

Rashmi Group, Kharagpur
Sept 2023 – Present

In this role, I support the President in all executive functions, ensuring seamless day-to-day operations by managing calendars, meetings, and high-level communications. My core responsibilities include:

- **Calendar and Schedule Management:** Efficiently manage and prioritize the President's calendar, coordinating internal and external meetings, appointments, and conference calls. Ensure meetings are strategically aligned with organizational priorities.
- **Travel Coordination:** Organize detailed travel itineraries, including flight bookings, accommodations, and transportation. Manage travel budgets, ensuring cost-effective arrangements without compromising quality.
- **Documentation and Reporting:** Prepare executive-level reports, presentations, and agendas for key meetings. Ensure accurate record-keeping and filing of confidential documents. Draft, proofread, and format professional correspondence on behalf of the President.
- **Meeting Coordination:** Organize and coordinate executive meetings, including preparation of materials, scheduling participants, and ensuring timely follow-up on action points. Take detailed minutes of meetings (MOM), distribute them, and track progress on action items.
- **Project and Task Coordination:** Work cross-functionally with internal teams and departments to ensure smooth execution of projects. Follow up on deadlines, deliverables, and key milestones, maintaining an organized task management system.
- **Liaison and Communication:** Serve as the key point of contact between the President and internal/external stakeholders. Handle inquiries, prioritize communications, and ensure clear and prompt resolutions to matters requiring attention.
- **Document Management:** Oversee the preparation, review, and organization of executive documents. Manage sensitive information with strict confidentiality and professionalism.

OPERATIONAL EFFICIENCY: CONTINUOUSLY WORK TOWARDS STREAMLINING EXECUTIVE-LEVEL PROCESSES, INCLUDING REPORT GENERATION AND ADMINISTRATIVE WORKFLOWS, TO ENHANCE PRODUCTIVITY AND SUPPORT DECISION-MAKING. KEY SKILLS AND COMPETENCIES

- **Advanced Calendar Management:** Proven ability to manage complex schedules, anticipate conflicts, and optimize time.
- **Exceptional Communication:** Strong verbal and written communication skills, enabling effective interaction with all levels of management and external partners.
- **Travel and Expense Management:** Expertise in organizing multi-destination travel plans and managing travel budgets.
- **Project Management:** Proficient in coordinating projects across departments, tracking milestones, and ensuring timely completion.
- **Confidentiality and Discretion:** Trusted to handle highly confidential information with integrity and professionalism.
- **Proficient in Office Software:** Skilled in Microsoft Office Suite (Word, Excel, PowerPoint), email management, and calendar tools, ensuring smooth daily operations.
- **Time Management and Multitasking:** Capable of prioritizing tasks effectively in a fast-paced environment while maintaining attention to detail.
- **Stakeholder Relationship Management:** Adept at maintaining relationships with internal teams, external vendors, and clients to ensure open communication channels and smooth operations.

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Administrator

Griffins International School, Kharagpur

Apr 2021 – Sept 2023

In this role, I managed various administrative functions to support the smooth operations of the school. My core responsibilities included:

- **Administrative Operations:** Managed day-to-day administrative tasks, ensuring the effective functioning of all departments. Coordinated with teachers, staff, and management to facilitate smooth communication and workflow.
 - **Process Coordination:** Ensured seamless coordination between departments by implementing efficient processes and workflows. Monitored the progress of school activities and projects, ensuring timely execution and reporting.
 - **CRM and ERP Management:** Managed and maintained the school's CRM and ERP systems, ensuring accurate data entry and reporting for admissions, attendance, and overall student management. Generated and updated MIS reports regularly.
 - **Admissions and Enrollments:** Oversaw the admissions process, from inquiry handling to final enrollments, ensuring that the process was handled smoothly and efficiently. Worked closely with the admissions team to maintain a strong pipeline of prospective students.
 - **Event and Meeting Coordination:** Organized internal and external meetings, parent-teacher conferences, and school events. Ensured that all events were well-coordinated, with clear communication across all relevant parties.
 - **Records and Documentation:** Managed and maintained all school records, documents, and correspondence. Ensured compliance with regulatory requirements and maintained confidentiality of sensitive information.
 - **Team Coordination and Support:** Acted as the central point of contact for school staff, handling queries and resolving issues. Supported the school management in achieving operational objectives.
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EDUCATION

- Chandigarh University (*MBA-International Business*) ongoing
Aug 2023 – Jul 2025
 - Indira Gandhi National Open University (IGNOU)
Bachelor of Arts (English Honours), Dec 2018 – Dec 2022
Equivalent Average Percentage: 79.85%
 - KAJI NAJRUL Minority School of Education
Diploma in Elementary Education (D.El.Ed), Aug 2019 – Jun 2021
Equivalent Average Percentage: 90.8%
 - Hijli High School, Kharagpur
Higher Secondary (10+2), WBCHSE, 2015
Equivalent Average Percentage: 60.20%
 - Hijli High School, Kharagpur
Madhyamik (X-Board Exam), WBBSE, 2013
Equivalent Average Percentage: 79.85%
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ADDITIONAL SKILLS

- **Advanced Organizational Skills:** Highly proficient in managing complex schedules, multitasking, and prioritizing tasks to ensure smooth executive operations.
- **Professional Communication:** Strong written and verbal communication skills, adept at drafting high-level correspondence and effectively interacting with stakeholders at all levels.
- **Confidentiality and Discretion:** Experienced in handling sensitive and confidential information with the utmost professionalism and integrity.
- **Time and Task Management:** Skilled in managing competing priorities and deadlines in a fast-paced environment, ensuring timely completion of projects and tasks.
- **Travel and Expense Management:** Expertise in organizing detailed travel itineraries, handling logistics, and managing travel budgets for senior executives.
- **Meeting Coordination and Follow-Up:** Proficient in organizing executive meetings, preparing agendas, taking minutes (MOM), and ensuring follow-up on key action items.
- **Stakeholder and Relationship Management:** Adept at building and maintaining strong relationships with internal teams, external vendors, and key stakeholders.
- **Document Preparation and Review:** Competent in drafting, editing, and managing reports, presentations, and executive-level documents.
- **Proficient in Microsoft Office:** Strong command of Microsoft Office Suite (Word, Excel, PowerPoint), email management, and calendar management tools (Outlook, Google Calendar, etc.).
- **CRM and ERP Systems:** Experienced in using CRM and ERP platforms to maintain data accuracy, generate reports, and track project progress.