

POOJA RAUTELA



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RESULTS-ORIENTED PROFESSIONAL WITH 4+ YEARS OF EXPERIENCE AND A PROVEN KNOWLEDGE OF BACK OFFICE OPERATIONS, CONFIDENTIAL CORRESPONDENCE, AND DATA ENTRY. AIMING TO LEVERAGE MY SKILLS TO SUCCESSFULLY FILL THE OFFICE MANAGER ROLE AT YOUR COMPANY.

EXPERIENCE

AUG 2021 – PRESENT

ADMIN OFFICER, PANCHSHIL REALTY, PUNE

- Make Client Welcomed by ensuring clients are properly greeted and escorted to discussion table
- Based on Visit type, direct or walk ins or with Channel partner, inform the Managers
- Assist them in form filling and ensure all necessary details are captured in the form
- Maintain daily logs of Visits in the office and at the end of the day share via email with management
- Management of Car allocation to Managers and Clients
- Management of Drivers and Housekeeping attendance, leaves and timings and ensure that they are doing their duty with sincerity
- Site visit in every 15 days at all 4 sites and ensure everything is perfect at sample flats
- Ensure all the time adequate quantity of Project Collaterals, Presenters, Floor plans, Bags Etc.
- Vendor Management, Petty cash Management

- Maintain record of Stationery Material, Pantry Material, Covid Material and Housekeeping Material and order whenever require
- Maintain Bills of Every Vendor and do follow ups with HO to clear the bills
- Maintain Fuel bills and logbook of Every Vehicle
- Ensure every New joiners are getting their Access card, Id card, stationery and Collaterals

FEB 2013 – MAR 2016

SENIOR FRONT DESK OFFICER, ENRICH SALON, MUMBAI

- Warmly greet clients, walk them to the proper beauty station and inform assigned beauticians of their arrival
- Book and confirm appointments via phone and email
- Process transactions (cash and credit cards) and issue receipts
- Offer beverages and chat with clients who are in the waiting area
- Welcome walk-ins, answer questions about services and schedule appointments based on availability
- Inform clients about new services and discounts
- Cross-sell services and products when appropriate (e.g., through informative brochures and gift cards)
- Update client records with contact and billing details. appointments and services offered
- Order business cards, brochures and stationery as needed
- Manage vendor relationship and ensure timely procurement of business supplies and equipment's.

JAN 2011 – JAN 2013

OFFICE ADMINISTRATION EXECUTIVE, EUREKA TECH SOLUTION, MUMBAI

- Direct or coordinate the supportive services department of the organization.
- Prepare and review business reports like Vendor Management, Operations Consumption, New Supplies Requirement and schedules to ensure accuracy and efficiency.
- Acquire, distribute and store supplies.
- Analyse internal processes and recommend and implement procedural or policy changes to improve operations, such as supply changes or the disposal of records.
- Plan, administer and control budgets for contracts, equipment and supplies.
- Monitor the facility to ensure that it remains safe, secure, and well-maintained.
- Hire and terminate clerical and administrative personnel.
- Oversee the maintenance and repair of machinery, equipment, and electrical and mechanical systems.

JUNE 2009 – JAN 2011

CPA - SPOC (SALES OPERATIONS), ICICI PRUDENTIAL (PLANMAN CONSULTANCY), MUMBAI

- Sales Pipeline Management
- Sales Data Management
- Forecast Reporting

- Sales Team Support
- Remuneration & Expense Management
- Prepare and Disseminate Sales Briefs

EDUCATION

JAN 2022

**PURSuing FOR PG DIPLOMA IN HUMAN RESOURCE MANAGEMENT SYMBIOSIS
DISTANCE LEARNING CENTRE, PUNE**

MARCH 2008

BACHELOR OF COMMERCE, MJ PANCHOLIA DEGREE COLLEGE, MUMBAI

MARCH 2005

HSC, MJ PANCHOLIA JUNIOR COLLEGE, MUMBAI

MARCH 2003

SSC, ROYAL HIGH SCHOOL, MUMBAI

SKILLS

- Basic Computer Operations and Execution
- Appointment Management
- Bookkeeping and Document Management
- Internet
- Well Versed with MS Office Apps
- Financial Management

ACTIVITIES

- Awarded for Regional & Cultural Competition
- Represented as Student Ambassadors

HOBBIES

- Reading
- Gardening
- Cooking
- Travelling

Place: _____

Name: _____

Date: _____

Signature: _____