

Ankita Ajay Pawar

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## ----- PROFESSIONAL SUMMARY -----

Dedicated and focussed office assistant with more than 12 years experience who excels at prioritizing, completing multiple tasks simultaneously and following through to achieve project goals. Seeking role of increased responsibility and authority.

## ----- SKILLS -----

Type's 40wpm	Multi Line phone proficiency
Microsoft office proficiency.	Excel spreadsheets
Data collection, Data Entry.	Schedule management
Critical thinking	Well spoken
Attention to detail	Professional phone etiquette.
Filling and data archiving	Customer service oriented
Works well under pressure	Invoice preparation
Advance Clerical Knowledge	Good communication skills
Guide junior assistant	Multi-tasking

## ----- WORK HISTORY -----

### Senior Back Office Assistant since Oct, 2006 to current

**NIKHIL COMFORTS** (Authorised Dealer of Carrier Airconditioning) - Mulund, Mumbai.

- Manages office, clients, organization and upkeep.
- Customer interaction & correspondence.
- Invoice preparation i.e. Repair, SPMS, Installation, Sales, Rental & Labour & reconciliation of the same
- Interacting with stores dept. for units in stock, preparing delivery challans for new sale units, loan units rental units & maintaining the status of the same.
- Preparing quotations for new AC units, repair work, de & re-installation, modification / rectification of air conditioning units
- Making Data entry for day to day service provided, complaints reports, new machine sales if required.
- Follow up for payment with main client & update the sheet of outstanding invoices for follow up.
- Preparing forwarding to update payment details
- E-mail checking & reply
- TDS follow up

- Preparing work orders of Repair, Modification & Installation work of Air conditioning/HVAC units & work out pending status.
- Supervise other clerical staff work.
- Planning of technicians as per complaint received from customers if required.
- Co-ordinates and schedule technicians for customer jobs.
- Performed billing administration & conducted functions of the same.

### **Office Assistant from Nov. 2005 to Sept. 2006**

**DOMNICOOL SALES & SERVICES PVT. LTD.** (Authorised Dealer of Blue Star Airconditioning)

- Customer interaction & correspondence.
- Invoice preparation i.e. Repair, SPMS, New machine sales & Installation, Labour & Maintaining status of the same.
- Preparing delivery challans for new sale units & for material .
- Preparing quotations for new AC units, repair, shifting, alteration & rectification of air conditioning units
- Follow up for payment with clients.
- Entering customer details in excel sheets.

### **Office Assistant from.Oct, 2004 to Oct, 2005**

**MIHIKA PHARMACEUTICALS -**

- Collecting and mailing correspondence.
- Prepare purchase orders on vendors for material.
- Coordinating & follow up with vendors to receive material on time & maintaining status of the same.
- Filling corporate documents, records, and reports.
- Making voucher entries in Tally package.
- Making labels on set of medicines to be issued to clients

### **EDUCATIONAL QUALIFICATION**

EXAMS	BOARD OR UNIVERSITY	YEAR OF PASSING	Result
CERTIFICATE COURSE OF MSCIT	MAHARASHTRA BOARD	JULY 2004	
BACHELOR OF COMMERCE	MUMBAI UNIVERSITY	MARCH 2004	Second Class
H.S.C	MAHARASHTRA BOARD	MARCH 2001	First Class
S.S.C.	MAHARASHTRA BOARD	MARCH 1999.	First Class

## ADDITIONAL QUALIFICATIONS:

- Completed “**Certificate Course in Computerized Accounting**” from “Parle Tilak Vidyalyaya Association’s Computrain Centre” (Mulund [W]) (June-2004)
- Passed Certificate Course in “**MS Office Operation**” from “Sigma Computer Institute”, Mulund [W] (July-2002)

**HOBBIES** Reading, Listening Music

## PERSONAL DETAILS

- **Name** : Ankita Ajay Pawar.
- **DOB.** : 19<sup>th</sup> April, 1984
- **Nationality** : Indian
- **Languages Known** : English, Hindi and Marathi.
- **Permanent address** : 3,Shivanjali CHS,  
Nardas Nagar, Bhandup (W),  
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## DECLARATION

I do hereby declare that all the information mentioned above is true and correct in best of my knowledge and belief.

Place: Mumbai

Date:

**ANKITA A. PAWAR**