

**Smithaa KV**

No.44, Balaji Gardens,  
Subramaniyapalayam, G.N.Mills P.O,  
Coimbatore, 641029.  
**M: 9840612377**

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## ***Curriculum-Vitae***

### **OBJECTIVE**

- A Dynamically professional career spanning over 16 years of progressive experience in the Industry and expertise in Customer Relationship Management.
- Willingness to work in challenging environment demanding my potential and skills.

### **CAREER TIMELINE**

**M/s Srivari Infra Structure Pvt. Ltd.****Designation – Admin Executive (June 2018 – till present)**

- Taking care of all routine office admin work at site and the marketing office.
- Customer requirement analysis, scheduling and follow up of project related activities at site.
- Coordination with in-house team to ensure proper maintenance of display model House units.
- Data logging of details covering end to end activities pertaining to Customer.
- Governing and maintaining in-house offerings - modular kitchen, solar heater, lightings, home automation solutions, interiors and wood works.

**M/s Aero Based Control System Pvt. Ltd.****Designation - Personal Secretary to Managing Director (Apr 2014 – Jun 2018)**

- Documentation of all offers and correspondence related to customers.
- Customer handling – Email and telephone modes.
- Ensuring proper Day to day administration functionalities.
- Records management and follow up of AMC.
- Transport and in-house facilities management.

**Risen Reality****Designation - Administration Manager (Aug 2012 – Apr 2014)**

- Customer handling on telephone and Email and providing updated details of projects.
- Employee attendance management.
- Salary statement, pay slip generation for all employees.
- Taking care of all routine office admin work.
- Keeping record of all AMC and follow up.

**South India Engineers and Erectors, Chennai****Designation - Asst. Manager Admin (Dec 2010 – Apr 2012)**

- Daily correspondence with all internal and H.O staff.
- Document management and maintenance.
- Taking care of housekeeping and managing travel of all employees.
- Payroll related tasks.
- Employee attendance management.
- Ensuring availability of printing and stationary requirements.
- Played pivotal role in the areas of Administration includes Renewal of all AMC of all office automations.
- Supplier Relationship Management – Negotiating purchases with distinguished vendors.

**IMC Ltd, Chennai****Designation - Front Office Executive (Mar 1998 to May 2010)**

- Tele calls handling.
- Guiding visitors and clarifying their queries.
- Front desk tasks and assisting HR Department.
- Correspondence with Customers through phone, emails and handling couriers in an effective and organized manner.
- Official and confidential records management.
- Team player.
- Administration work including renewal of AMC for office automations devices - handling EPABX, Fax machines.
- Coordinating with housekeeping, travel, hotel bookings for interviews and professional development programs for employees.

## LEAGUE CLUB

Designation - Administrative Assistant (Nov 1994 to Mar 1998)

- Telephone handling
- Guiding visitors and clarifying their queries
- Front desk related tasks.
- Telemarketing and arranging for site visit.
- Coordinating with the Marketing Staff.
- Handling Petty Cash and Bank Transactions.
- Issue of ID Cards to Club Members.

## EDUCATIONAL QUALIFICATIONS



B.Com - Madras University, Chennai in 1994



MBA (HR) – Madras University in 2009

## IT SKILLS



Microsoft office tools, Business intelligence software, Bulk email handling.

## PERSONAL DETAILS

Date of Birth:	13.12.1973
Marital Status:	Married.
Religion:	Hindu.
Languages Known:	English, Tamil, Malayalam and Hindi.
Contact Number:	9840612377.
Locational preference:	Chennai, Tamilnadu.

I hereby declare that all the information mentioned in this resume is valid.

**Smithaa KV**