

VERONICA ILYAS

To contribute in the growth of organization to achieve multiple goals by effective utilization skills.

✉ vilyas45@gmail.com 📞 9582463752 📍 New Delhi

PROFESSIONAL QUALIFICATION

Diploma in T.V. Journalism and Mass Communication. Good Knowledge of Computer (Ms Word, Excel PowerPoint)	Tally ERP9 Good command of quality control processes Mentoring skills Good organizational skills	Leadership Quality
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EXPERIENCE

Administrative Secretary

Stonex India Pvt. Ltd. Jun 2018 - Sep 2019

My main job responsibilities include the usage of word processing package such as Microsoft Word and copy type, write letters, deal with telephone and email enquiries, using an email system (e.g. Outlook), photocopy and print various documents. Organize and store paperwork, documents and computer-based information, create and maintain filing and other office systems, keep diaries and arrange appointments, schedule and attend meetings, create agendas and take minutes of meeting, book meeting room and conference facilities, liaise with staff in other departments and with external contacts, order and maintain stationery and equipment, organize travel and accommodation for staff and other external contacts are a part of daily job responsibilities.

Registry Processing Assistant

High Commission of Canada, New Delhi Dec 2016 - May 2017

My main job responsibility as a registry processing assistant was to provide support to the immigration section which includes dealing with file creation, confidentiality and securing the client details and documents and providing them with adequate information as when needed. As a team, provide multi-tasked support services to the Immigration section. Communicate and assist clients to understand the immigration application process and enable their compliance. Provide daily administrative support. Access the departmental information system to create applications or record any type of information for the processing of the same. Utilize automated tools such as personal computers to facilitate application processing. Respond to service requests from clientele and performing other duties as and when required by the organization.

Customer Service executive

Allsec Technologies Mar 2014 - Jul 2014

As a Customer Service Executive, my main job responsibilities were to handle client queries and provide support to the customer on call or via email and enable their compliance and walk them through the process if they face any difficulty, which was my main job responsibility.

EDUCATION

**Pursuing M.A in Public Administration
from IGNOU**

**Pursuing TEFL (Teaching of English as a Foreign Language)
from Asian College of Teachers.**

Graduated in B.A Political Science. (Hons.)
from Delhi University

12th Passed
C.B.S.E., New Delhi.

10th Passed
C.B.S.E., New Delhi.

PERSONAL PROFILE

Date of Birth

23rd Feb 1995

Father's Name

Mr. Emanuel Ilyas

Gender

Female

Marital Status

Unmarried

Nationality

Indian

Hobbies

Listening to Music, Reading Books

LANGUAGES

Hindi & English