**Resume**

**Name:** Pratiksha Sharma

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**Mob No**: 8588098771

**Experience:**

Working as **Front Office Executive** at **Stonex India Pvt Ltd (From 13 June-till date)**

* Welcome visitors and guests and direct appropriately.
* Help sales team to assign sales executive to different clients as per the requirement.
* Arranging demonstration and gallery tour for the clients across Stonex properties.
* Ensure the reception area is tidy and presentable, with all necessary stationery and material.
* Receive, direct and relay telephone messages.
* Record and handle all incoming and outgoing couriers.
* Assist in the planning and preparation of meetings, conferences, and conference telephone calls.
* Provide administrative services (Transport, Concierge and Security etc.)

Worked as **Admin Office Manager** with **Saga Legal (From 10 Oct 2020 to Jan 2022).**

* Managing administration work (Including getting tasks done by vendors and handling their payments).
* Managing Inventory and stock.
* Handling cataloguing of law firm/Voucher creation/Managing special requests on client visits.
* Attended calibration calls with legal associates to note down admin requirements.
* Handling expenses and salary distribution of First grade employees.

Worked as **Front Office Executive** with **Cushman & Wakefield (From 7Dec 2018 to 14 Feb 2020).**

* Welcome visitors and guests and direct appropriately.
* Direct visitors to the appropriate person and office.
* Ensure reception area is tidy and presentable, with all necessary stationery and material.
* Arranging maintenance visits and logging the duration thereof.
* Receive, direct and relay telephone messages.
* Transferring calls as necessary.
* Record and handle all incoming and outgoing couriers.
* Respond to public queries.
* Assist in the planning and preparation of meetings, conferences and conference telephone calls.
* Provide administrative services.
* Responsible for daily cleaning and general maintenance of the office.
* Assisting the HR team with recruitment, on-boarding and termination processes.

- Worked as **Front Office Executive** Customer Service Executive in **Future World Retails** (2016 Feb -2016 Dec)

* Face to face customer handling.
* Respond to inquiries from staff.
* Responding to inquiries or taking messages.
* Maintain important numbers.
* Receive, sort, and arrange for the distribution of post and couriers on real time basis.
* Feedback Calling to customer on daily basis to now their feedback.
* Maintain Excel Worksheet daily.

- Worked as **Backend Customer Services Executive at Jindal’s Intellicom** (2014 April- 2016 Feb)

* Worked for online shopping portal VLCC brands.
* Handling online payment at the database.
* Handling customer queries regarding the products & Offers.
* Daily report generation.
* Handling Customer records.
* Daily Emailing / Drafting with clients.
* Responding to inquiries and/or taking messages.
* Maintain important numbers.
* Receive, sort and arrange for the distribution of post and couriers on real time basis.

**Objective**

To work for an organization which provides me the opportunity to improve my skills and knowledge to grow along with the organization.

**Academic Qualifications:**

Passed 10th From **C.B.S.E Board** Year (2007)

Passed 12th From **C.B.S.E Board** Year (2009)

**Professional Qualification**

GNIIT) from **N.I.I.T Academy.**

Info edge Excellence.

**Certificates:** 10th Board Certificate, 12th Board Certificate.

**Area of Interest:** Paintings , Art & Crafts.

**Personal Profile:**

**Date of Birth:** 4th November 1991.  
**Languages Known:** Hindi & English.  
**Nationality:** Indian.

**Place:** New Delhi.