

TRUPTI K. GOLAWALA

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30, Vaishali Row House, Opp. Nishal Arcade, Beside J.K Motors, Pal Patiya, Pal, Surat-395009

HIGHLIGHTS OF QUALIFICATIONS

- Over 6 years of experience in business process outsourcing, customer service, and administrative support roles
- Proficient in MS Office Suite (Word, Excel, PowerPoint, Outlook), Windows OS, SAP & Hyperion software
- Strong communicator with expertise in client consultations and providing ongoing support
- Adept at planning, organizing, multitasking and managing digital databases
- Advanced computer skills including keyboarding and meeting minute preparation
- Basic bookkeeping, accounting and data entry abilities
- Dedication to professional development and learning new skills

PROFESSIONAL EXPERIENCE

PAYROLL EXECUTIVE | April 2011 - Present

Essar Steel India Ltd.

- Established and implemented office policies and procedures to streamline operations
- Determined and established office procedures and routines, enhancing efficiency
- Scheduled and confirmed appointments, ensuring optimal time management
- Answered telephone calls and relayed messages, maintaining effective communication channels
- Compiled data, statistics, and other information for management reports and decision-making
- Ordered office supplies and maintained inventory to ensure availability of essential items
- Set up and maintained manual and computerized information filing systems for easy retrieval
- Prepared and maintained accurate meeting minutes
- Organized operations, scheduling inquiries, and travel arrangements
- Collaborated with HR, Finance, and Business Administration teams for effective coordination
- Offered customer service support by consulting with clients
- Ensured compliance with company's Health & Safety program and Occupational Health regulations
- Calculated wages, benefits, deductions, taxes, and assisted with annual budgets

EDUCATION

B.COM (COMMERCE), | 2010
Veer Narmad South Gujarat University

TECHNICAL SKILLS

- ✓ Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- ✓ SAP Software, ADP Payroll, QuickBooks
- ✓ Hyperion Financial Management
- ✓ Data Entry, Accounting, Bookkeeping
- ✓ Customer Service, Payroll Processing & Administration
- ✓ Clerical Support

STRENGTHS

- ✓ Hardworking, Dedicated, Self-Confident
- ✓ Communication & Client Consultation
- ✓ Teamwork & Organization
- ✓ Attention to Detail
- ✓ System Management & Record Maintenance
- ✓ Keyboarding skills