

Shakshi Sharma



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Apercu

Resourceful Executive Assistant adept at coordinating international travel, organizing large scale meetings and maintaining third-party vendors. Highly self-motivated with a solid work ethics. Skilled at multi-tasking and maintaining a strong attention to detail. Employs professionalism and superior communication skills to meet client and company needs. Diploma in Aviation and Hospitality sector from a leading Institute of Airhostess Academy (FRANKFINN), **over 10 years of experience**- 5 Years Executive assistant and 5 years with different roles in hospitality industry in peoples Mgmnt internal Administration Coordinating office management, administration and special projects with a degree of efficiency. Maintaining excellent communication skills, problem resolution abilities and high-level confidentiality on every level.

An excellent planner and strategist with proven abilities in accelerating growth and generating customer loyalty levels with manufacturing corporate and large hospitality industry.

Serve as a spoc for senior level management. Also handling high-level vendors, clients for any kind of correspondence with the company, to ensure proper line of communication.

Provide high-level administrative & business support by conducting research, preparing statistical reports, handling information requests, and performing functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings.

A consistent performer with an outstanding track record in managing institutional business globally, during the illustrious tenure.

Exceptional skills in Communication, presentation with demonstrated abilities in training, team building and driving front-liners/second line executives, for achieving goals.

Business Skills

Executive Support

Completes a broad variety of administrative tasks for the Chairman, Vice-Chairman, CEO including: managing an extremely active calendar of appointments; completing expense reports; composing and preparing correspondence that is sometimes confidential; arranging complex and detailed travel plans, itineraries, and agendas; and compiling documents for travel-related meetings.

Communicates directly, and on behalf of the Chairman, Vice-Chairman with Board members, Donors, Foundation staff, and others, on matters related to CEO's programmatic initiatives.

Successfully completes critical aspects of deliverables with hands-on approach, including drafting acknowledgement letters, personal correspondence, and other tasks that facilitate the Chairman's and VC ability to effectively lead the company.

Planning & Budgeting:Formulating long term/ short term strategic plans to enhance operations in coordination with macro plans of organization & the industry trends. Being an effective operational coordinator, forging strategic alliances, there by achieving business targets.

Business StrategicManagement:Effectuate and analyze pre-planned sales strategies for accomplishment of performance milestones. Identify and network with prospective clients,interfacing with clients to understand their requirements, co-coordinating with the technical team & devising viable solutions. Collating feedback from clients to identify areas of improvement in the service level. Monitoring accounts/ cash-flows/ receivables, i.e. credit control. Give presentations/ proposals and demonstrations to the prospective client.

Information Broadcasting: Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person. Also Prepare responses to correspondence containing routine inquiries and internal and external communication.

Documenting & Reporting: Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, and/or presentation software.Read and analyze incoming memos, submissions, and reports in order to determine their significance and plan their distribution.

Administrative/Operational Activities:Strong executive administration and operational background. Consistent record of improving productivity, reducing costs, and resolving complex departmental issues. Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events. Prepare agendas and make arrangements for committee, board and also Make travel arrangements for executives.

Career Features

TOPSGRUP. Executive Assistant to Chairman& Vice-Chairman/CEO AUG-16 to SEP-17

TOPSGRUP is Asia's largest and leading Services Group, providing a broad range of people and supportive services for the last 47 years through bespoke offerings.TOPSGRUP has over 1,30,000 trained professionals guarding human and capital assets at over 30,000 locations across the country, delivered through a large network of over 251 offices.Leveraging its 47-year legacy of proven excellence, TOPSGRUP serves customers present across sectors such as manufacturing, technology, retail, government, infrastructure, banking, e-commerce, and entertainment, among others.

Contributions: -

- Manage Chairman's and Vice Chairman complex and frequently changing **travel arrangements** and coordinate pre-planning of trips.
- Create **expense reports**, budgets, and filing systems.
- Provides a bridge for **smooth communication** between the Chairman's office and internal Departments; demonstrating leadership to maintain credibility, trust and support with senior management staff.
- Conduct **research** to prepare, gather, and proof briefing materials, agendas, and decks for all executive-level meetings.
- Develop and maintain alert system for upcoming **deadlines** on incoming requests, projects, and events.
- Assist with **team building initiatives** and overall support for maintenance of organizational culture and employee morale.
- Distribute company-wide **announcements**, book conference rooms, and coordinate catering for annual staff development forum.

- Locate and attach appropriate **files** to incoming correspondence requiring replies.
- **Negotiated** favorable terms and pricing agreements with resorts/hotels, vendors, airlines, caterers and other providers for service at special events.
- Managing **virtual calendar**, setting and confirming appointments.
- Prioritizes conflicting needs, handle matters expeditiously, proactively, and follows-through on **projects** to successful completion, often with deadline pressures.
- **Researches**, prioritizes, and follows up on incoming issues and concerns addressed to the Executive team, including those of a sensitive or confidential nature. Determines appropriate course of action, referral, or response.
- Plans, coordinates and ensures the Chairman's, Vice -Chairman's schedule is followed and respected. Provides **"gatekeeper" and "gateway" role**, creating win-win situations for direct access to the Chairman's time and office.

Uflex Ltd. Executive Assistant to Jt. President DEC-13 to Dec-15

Working as Executive Assistant to 5000 CR plus Company and Reporting directly to the Jt. President thus providing executive support in a one-on-one working relationship. Serving as the primary point of contact for internal and external constituencies on all matters pertaining to the Office of the Jt. President, with additional responsibility for front office management as and when required.

Contributions: -

Same as above profile.

Kempinski Ambience Hotel, Delhi India from May-12 to Nov-13 As Front Desk Manager

Contributions: -

Trainings during pre-opening team.

Setting and reviewing standard operating procedures for Guest Relations, Front desk and Guest Services.

Reviewing & interpreting the market trends/ client feedback to attribute the business strategies as per the guest requirements & expectations.

Updating the guest profile and maintaining guest history in the system interface.

Ensuring customer satisfaction by achieving delivery of service quality norms.

Supervision of front desk activities which include reservation, guest relations, handling of cash, blocking of rooms considering guest preferences and scheduling of duty rosters.

Coordinate with other related functional Department to initiate guest recognition.

Establishing relation with all guests with the purpose of ensuring repeated patronage through guest entertainment.

Monitoring everyday situations for the room sales and taking further course of action in case of inventory.

Handling operational functions like per-shift staff briefings, shift management & daily sales reports, etc.

The Imperial New Delhi, India from Apr-10 to Apr-12 As Asst. Front Office Manager

Contributions: -

Maintaining the continuous follow up on the Brand Service Standards and Standard Operating Procedures (SOP's) at the department.

Updating the guest profile and maintaining guest history in the system interface.

Ensuring customer satisfaction by achieving delivery of service quality norms.

Supervision of front desk activities which include reservation, guest relations, handling of cash, blocking of rooms considering guest preferences and scheduling of duty rosters.

Coordinate with other related functional Department to initiate guest recognition.

ITC Sheraton, New Delhi from Oct-08 to Mar-10 As Guest Service Executive

Contributions: -

Updating the guest profile and maintaining guest history in the system interface.

Ensuring customer satisfaction by achieving delivery of service quality norms.

Coordinate with other related functional Department to initiate guest recognition

Establishing relation with all guests with the purpose of ensuring repeated patronage through guest entertainment

Monitoring everyday situations for the room sales and taking further course of action in case of inventory.

Academia

1. Computer course from NIIT in Advance MS Office and Tally ERP VOL 9.
2. Possess BHM (Basic Hospitality Module) with 100%.
3. 2006 – 2009 Graduation from M J P Rohilkhand University, U.P. University.
4. 2007 – 2008 Diploma in Aviation, Hospitality and Tourism sector from a leading Institute of Airhostess Academy (FRANKFINN). B-tech HNC (Higher National Certificate) awarded by Ed-Excel U (FRANKFINN).
5. 2004 – 2006 ISC Hartmann College, Bareilly U.P.
6. 2003 - 2004 ICSE Hartmann College, Bareilly U.P.

Personal's

Date of Birth	:	17 th June 1988
Father's Name	:	Mr. Rajeev Sharma
Nationality	:	Indian
Linguistic Abilities	:	English, Hindi