

Highlights

- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail
- Very strong interpersonal skills and the ability to build relationships with stakeholders, including staff, board members and external partners
- Good communication skills
- Proactive approach to problem-solving with strong decision-making capability
- Emotionally mature
- A team-player, with the ability to also be extremely effective independently
- Have the ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer/client service and response
- Ability to achieve high performance goals and meet deadlines in a fast paced environment
- Ability to think out of box; good at problem solving
- Highly proficient in computer skills

EXPERIENCE

(February 2016 to Present) **with Shiv Nadar Trust**
Education Sector

Working as an **Executive Assistance to Executive Director**

Executive Support

- Completes a broad variety of administrative tasks for the **Executive Director** 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 and compiling documents for travel-related meetings.
- Prepare and collate data, working on extensive excel sheets for MIS reports
- Communicates directly, and on behalf of the **Executive Director**, with Board members, staff, and others, on matters related to **Executive Director's** programmatic initiatives.
- Researches, prioritizes, and follows up on incoming issues and concerns addressed to the **Executive Director**, including those of a sensitive or confidential nature. Determines appropriate course of action, referral, or response.
- Provides a bridge for smooth communication between the **Executive Director's** Office and internal departments; demonstrating leadership to maintain credibility, trust and support with senior management staff.
- Successfully completes critical aspects of deliverables with a hands-on approach, including drafting acknowledgement letters, personal correspondence, and other tasks that facilitate the **Executive Director's** ability to effectively lead the company.
- Prioritizes conflicting needs; handles matters expeditiously, proactively, and follows-through on projects to successful completion, often with deadline pressures.

Senior Management Liaison

- Participated as an active member of the Executive Team meetings
- Assists in coordinating the agenda for the senior management team
- Facilitates cross-divisional coordination of travel and outreach programs

(June 2014 to January 2016) with Virtual Employee, IT Sector

Worked as an **Executive Assistant to the CEO**

Roles and Responsibilities:

- Assisted the CEO in day-to-day activities
- Prepared and maintained MIS Reports.
- Calendar Management: Prioritizing & scheduling of meeting & work. Maintains record of all leaves, travels etc.
- Updating 'Things to do' list on daily basis under the category of urgent work-immediate, important, general work, regular basis work, meeting, travel, appointment, etc.
- Managed all travel plans for the CEO
- Coordination work: Perform various functions related to coordination between staff & Head of the Department. Also, Coordination between Clients to vendor to the Head of the Department

(Sep 2013 to May 2014) with Madhyam Group

Worked as an **Executive Assistant**

Roles and Responsibilities:

- Assists to the reporting officer in day-to-day activities
- Prepares and maintains MIS Reports on daily basis
- Calendar Management: Prioritizing & scheduling of meeting & work. Maintains record of all leaves, travels etc.
- Updating 'Things to do' list on daily basis under the category of urgent work-immediate, important, general work, regular basis work, meeting, travel, appointment, etc.
- Meeting/Travel arrangements: On advice of Reporting Officer or on the request of External party/ Client/ internal official/ staff, schedule the appointment, meeting or travel. Make various kinds of logistic arrangements
- During the meeting taking Minutes of Meeting or noting down the concerned follow-up action against the agenda
- Coordination work: Perform various functions related to coordination between staff & Head of the Department. Also, Coordination between Clients to vendor to the Head of the Department
- Follow-up work: Performing various follow-up actions towards payment Also, follow-up of various status/progress of the work within the Department

(March, 2011 to Aug. 2013) with Steria India Ltd

Worked as a **Process Associate**
Client: Thames Water

Roles and Responsibilities:

- Maintained data and was responsible for sharing the same with the UK counterpart
- Provided floor support to colleagues
- Met daily targets
- Trained and mentored new joiners
- Was responsible for quality control
- Was the interface between the company and client

(2001 to 2004) with Quantum International

Worked as a **Customer Care Executive**

Roles and Responsibilities:

- Front Office Management
- Direct Communication with Vendor and supplier
- Was responsible for monetary exchanges
- Secretarial Duties

EDUCATION

- B.Com from Agra University
- Senior Secondary from C.B.S.E. Board,
- Matriculation from U.P Board,

SKILL SET

- Perseverance: Ability to perform under stress
- Flexibility: Adjustable to the work environment
- Good Communication Skills
- Team Player

LANGUAGE KNOWN

English & Hindi

HOBBIES

Cooking & exploring new places

PERSONAL INFORMATION

Date of Birth	:	October 29 th 1982
Marital Status	:	Married
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