**Annu Bhalla**

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**SENIOR LEVEL ASSIGNMENTS**

**~ Secretarial Operations ~Travel Management-Client Relationship Management ~**

**PROFILE SUMMARY**



A “Performance Driven Professional” with rich experience in secretarial operations, managing business operations for Top Management across different sectors.

*~* ***Secretarial Operations ~Client Relationship Management ~ Travel Management***

***~ Operations Management ~ Office Management ~ General Administration***

***~ Liaison & Coordination ~ Logistics Management ~ Documentation***

* Expertise in independently managing functions of the MD’s/ Top Management’s office including regular updates to the company’s information, employee details, image building of the organization, making necessary arrangements for meetings and various corporate events
* Proven track record of managing administration functions such as travel operations, inter-departmental coordination, vendor management, etc.
* Demonstrated skills in the relationship management & communication coupled with the expertise in handling top & confidential files / correspondences
* An eye for detail on work-related tasks to ensure desired quality and better time management; possess strong commitment to the workplace and the responsibilities

**CORE COMPETENCIES**



* Ability to support multiple people, handle multiple projects in varying disciplines simultaneously, flexible and open toward new ideas and change
* Maintain highest levels of internal and external confidentiality
* Project confidence and enthusiasm
* Shows strong attention to detail and accuracy
* Strong interpersonal skills and able to work effectively with all levels of staff
* Excellent organizational skills, ability to set priorities, attention to details and tenacious with follow-ups.
* Convey a strong positive personal and professional image with excellent standards of professional behaviour and ethics.
* Team player, highly motivated, energetic, resourceful and friendly.
* Service-oriented, flexible and able to work under pressure.
* Demonstrates accountability and ownership
* Reliable, timely and flexible, Effective time management
* Anticipates the needs of others and demonstrates service orientation (proactive)
* Demonstrates a concise and effective style in oral and written communication

**ORGANIZATIONAL EXPERIENCE**



**Nov’17 – Till Date India Today Group, Noida as Executive Assistant to The Publisher & Business Head**

**Role:**

* Effectively and efficiently Managing Director’s calendar, travel, expenses and other logistics
* Manage all important external and internal communication on behalf of Business Head, Manage and coordinate various meetings at the Senior Management level
* Aggressive follow up with the Senior Management Team on the progress/closure of various action items/projects
* Forge excellent working relationships with the core team members
* Communicate and collaborate with critical Support Functions such as HR, Finance, Admin, Technology and Security
* Effectively maintain security and availability of important and classified/confidential data
* Coordinate with other offices nationally in planning and executing global events/meetings.
* Travel management for the Business Head.
* Handling business operations in terms of follow-ups and

**Jan’16 – Oct’17 Search Design Group, Noida as Executive Assistant to Director Operations**

**Role**

* Responsible for providing comprehensive support services to Director as an Executive Assistant & as a Manager.
* Administers correspondence, manages incoming calls, and prioritizes phone messages, emails and mail.  
   Handle calls and visitors with grace, sophistication and professionalism.
* Primarily responsible to provide logistical support to the Director.
* Directly supervise the operations team & carry out supervisory responsibilities in accordance with the ongoing projects.
* Conducts organizational meetings for operations review, part of client meetings and pen down minutes.
* Floating teasers & coordinating with clients and teams for smooth execution of Projects.
* Responsible for performing and presenting business analysis, in support of business plans.
* Involved in various Business Development as well as Client Servicing activities.

**Nov’11- Dec’15 Secez Services, Noida as Executive Assistant to The Director Marketing**

**Role**

* Responsible for handling:
* Director’s calendar, travel, expenses and other logistics activities
* Inbox Management, Prioritize & Responding to e-mails
* Internal as well as external communication for the Director Marketing
* Hospitality for the Expats and provide an extended support with the administrative tasks
* Conduced and coordinated various meetings at senior management level
* Handling all the video and audio calls with all the offices in various countries
* Involved in different activities of HR, Finance, Admin., Technology & Security
* Interacted with other Admin. Teams spread across the globe for planning & executing global events/meetings
* Accountable for managing travel arrangements for Director, Technical Team, Oversees Clients & Channel Partners
* Accountable for analyzing and resolving all the issues related to the Inquiries received across the globe.
* As a Project Manager Liaise and interact with international clients, co-ordinate on the project based work.
* Coordinating with the Technical Team and Director Marketing for discussing the technical & commercial queries of the clients
* Interacting with the clients for understanding the requirements and offering an appropriate solution for the same
* Developing & circulating newsletter to customer & international channel partners
* Involved in business development activities
* Versatile in multitasking within different roles such as Executive Assistant, Project Manager, Office Manager, Client Servicing etc.
* Responsible for:
* Preparing & presenting sales report on weekly basis
* Appointing new distributor & agents in international markets
* Acting as the first point of contact between the management & employees and supervising & guiding the employees for improving the business operations of the company
* Steered efforts in handling support functions for the senior management and the team members that helped in building healthy relationship with them
* Single-handedly handled resolved all the global business inquiries on behalf of Director Marketing
* Designed/implemented work flow procedure to streamline work processes
* Promoted to the Designation of Manager International Business.

**Jan’10 – Oct’11 Logix Group, Noida as Executive Assistant to Chairman & Managing Director**

**Role:**

* Accountable for:
* Offering secretarial, clerical & administrative support to the Director for ensuring timely and efficient services
* Updating mail/phone directories as required.
* Prepare Agendas, MOM, Reports, Follow up Charts
* Travel Management, Office Management, Public Relations.
* Offered assistance to MD for monitoring financial activities of the office
* Responsible for recording, transcribing & posting the minutes of the meetings as required
* Coordinated with the PR agencies & other media channels for copyrighting press releases and following the same
* Involved in data management like maintaining records of agreements, letters & important data
* Interacted with the Marketing Team for advertisement and promotion activities

**ACADEMIC DETAILS**



* Executive MBA in Management (Business Operations) from IMT Ghaziabad.
* B.A. (Humanities) from University of Nagaland.
* Class XII from Oxford Sr. Sec. School, Delhi, CBSE
* Class X from Oxford Sr. Sec. School, Delhi, CBSE

**PERSONAL DETAILS**



Date of Birth:                    09th June 1983

Languages Known: English & Hindi

Address:         Prateek Wisteria, R 503, Sector 77 Noida 201301