**Jessica Jain**

Mob: +91-9999670250

Jainjessica18@gmail.com

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| **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

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| **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 joinees
* 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

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| **EDUCATION** |

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

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| **SKILL SET** |

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

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| **LANGUAGE KNOWN** |

English & Hindi

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| **HOBBIES** |

Cooking & exploring new places

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| **PERSONAL INFORMATION** |

Date of Birth : October 29th 1982

Marital Status : Married

Permanent Add : Mahagun Maple, Eternia Flat – 1502, Sector – 50, Noida

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