

# SUCHETA MUKHERJEE

## CONTACT

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Glen Allen, VA 23059

## CAREER OBJECTIVE

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Self-motivated, highly passionate and hardworking fresher looking for an opportunity to learn and work in a challenging organization to utilize my skills and knowledge in front end development to work for the growth of the organization.

## EXPERIENCE

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June 2021 - November 2021

### Human Resources Assistant

Kalyan Hospitality, Glen Allen, VA

- Assisted with day-to-day operations of HR department
- Ensured all paperwork were received, scanned and uploaded on the Paychex website .
- Stored away employee files as hard copies and electronically.
- Posted indeed job placement ads as requested by different managerial level, after which potential candidate were shortlisted and their resumes were sent to the managers who requested them.
- Posted anniversary wishes to internal employees.
- Additionally, ran office errands, sent of event invitations to employees and external working associates.

June 2017 - November 2020

### Executive Assistant

Kalyan Hospitality, Glen Allen, VA

- Handled variety of administrative duties by assisting the directors of the company including bank transactions, filing documents
- Greeted all visitors and clients, ensuring that they received outstanding first impression of the company
- Successfully prepared reports, letters, invoices and spreadsheets using MS Office suite
- Handled all email and phone correspondence from clients and vendors
- Received all incoming correspondence and packages and route correct recipient
- Coordinated on site meetings and set up zoom meetings by sending calendar invites
- Handled event invitations via evite
- Maintained all office equipment including copier, printer and computers
- Monitored office supplies and replenished stock as necessary.

September 2012 - January 2014

### Process Associate (Technical Advisor)

Wipro, Kolkata, West Bengal

- Over the phone level one tech support including but not limited to
- Network troubleshooting mobile and computers
- Set up telephone lines of customers

- Resolved router issues and network connection issues.
- Scheduled onsite appoint with engineer.
- Logged detailed call details
- Raised tickets for customer issues.
- Customer account verification.
- Contract renewal of the customer including sales.

February 2010 - September 2010

### **Process Associate**

Interglobe Technologies

Process Associate for Air India.

- Handled incoming calls from customers on a daily basis.
- Provided information on air fares, flight schedules.
- Performed web check-ins using ticketing tools.
- Modified customer bookings on request and explained fare change.
- Explained flight policies to the incoming callers and handled special travelers requests.

## EDUCATION

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December 2012

### **Bachelor Of Business Administration In Aviation, COMMERCE**

Annamalai University, Chennai, Tamil Nadu

#### **Relevant Coursework**

- Aviation, Tourism and Hospitality

May 2009

### **High School Diploma**

Khalsa Model Senior Secondary School, Kolkata, West Bengal

#### **Relevant Coursework**

- Commerce

## ADDITIONAL SKILLS

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- Administrative experience
- Personal Assistant Experience (over 3 years)
- Technical Support (2 years)

- Human resource
- Clerical experience
- Microsoft Access
- Paychex
- Microsoft Word
- Customer Service
- Microsoft Excel
- Organizational Skills
- Languages
- English – Expert
- Recruitment Documentation
- Employee Data Record Keeping
- Generating Reports
- Applicant Screening
- Termination Processing
- Meeting Support
- HTML, CSS, Javascript
- Git & Github

## REFERENCES

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**References available upon request**