



Santosh Kumar

Administration Head

Hardworking and versatile Administrative with proven organizational skills and thorough knowledge of corporate policies and procedures. Excellent communication and people skills with extensive strategic planning capabilities.

Contact

Phone

+91- 7982566562

Email

santosh.sawan@gmail.com

Address

C – 7, Raju Park, Khanpur,
New Delhi - 110062

Education

2004

BIT – Batchelor in Information Technology

(Sikkim Manipal University)

2000

ISC – Indian School Certificate

(Tilka Manjhi Bhagalpur University)

Expertise

Strong management ability with experience in formulating global reporting policy, driving standards, and efficiency. Strong relationships with IT personnel and CNA developers/solutions team. Strong advanced MS. Excel, Access PowerPoint, and other MS. capabilities. Strong communication and interpersonal skills. Email Management.

Experience

05/ 2012 – 07/2022

TLC DigiTech Pvt. Ltd. | Gurugram

Administration Head

- Handling Company management information system and all Administration work.
- Maintaining Salesforce software and preparing Daily weekly and monthly performance reports.
- Preparing PowerPoint presentations.
- Monthly revenue, expenses, and profit share for Client wise.
- Coordination with the Hotel finance team for monthly budget and revenue invoices related.
- Handle payment reconciliation reports for every month.
- Prepare monthly attendance and payroll report and share TLC finance department.
- Maintaining client's wise stock reports and making a purchase order on monthly basis.
- Prepare monthly and yearly budget reports for clients wise.
- Handling Vendor management related to work and payments.
- New Offices setup.

09/2009 - 04/2012

TLC DigiTech Pvt. Ltd. | New Delhi

Admin Executive

- - Using Loyalty (CRM) software and performing on a daily basis.
 - Lead assignment / Lead Closing
 - Member enrollment / Prepare embossing list/card dispatch
 - Dispatch the membership packages.
 - Maintain Dispatch details client-wise.
 - Prepare POS (Point of sale) and update the loyalty on daily basis.
 - answering calls, scheduling travel, organizing documents, creating expense reports, support offices and their staff.
 - Petty Cash Report
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 - Cash / Credit Card reconciliation on daily basis.

MS Office Knowledge:

MS EXCEL:

- Vlookup / Hlookup / Xlookup
- INDEX / MATCH
- IF / Countifs / Sumifs / AND / OR
- Data Validation Pivot Table / Pivot Chart
- Micro / Advance Micro
- Formatting / Conditional Formatting.

MS ACCESS:

- Database tables creation
- Dynamic user data forms
- Data entry control
- Advanced reports creations
- Using Queries
- SQL / VBA Programming

MS. PowerPoint – Preparing a presentation:

- Mentation about the company.
- Define the company's services.
- Describe the leadership and employees.
- Given examples of past projects.
- Provide reviews and testimonials.
- Use a professional design.

Google sheet / Google Drive / Google data studio

Language:

- English
- Hindi

Personal Details:

- **DOB:** 10th Feb 1983
- **Marital Status:** Married
- **Hobbies:** Reading Books, Listening Music and travelling.

08/2008 - 07/2009

PLANMAN Consulting India Pvt. Ltd.

Admin Executive

- Data Mapping of the Team members and franchisers.
- Maintaining New Joining and attritions report for Client wise.
- Making performance report for Clients and executives wise for daily, weekly, and monthly.
- Prepare daily Line-ups, show-ups, and hiring reports for clients wise.
- Daily attendance and petty cash report.
- Generating monthly invoices and tracking the payments for clients wise.

Project Undertaken:

- Handled Loyalty Program, Club Marriott as Acting Administration Head at The Leela Ambience Hotel & Residences, Gurugram.
- Worked with the core management team to set up a new loyalty program at Westin Hotel Gurugram, JW Marriott Aerocity, and Eros Hotel Nehru Place, New Delhi.
- Promotion of Loyalty Program at The Leela Palace, New Delhi, Bengaluru. Closed the month at a respectable number and handed over the program responsibilities.