

MADHU BALA

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Manager – Support & Coordination

Professional with extensive experience of 5+ years in Office Management, Client Handling, Supervision, Team Management and Data Management. Highly skilled in drafting detailed documents. Communication and corresponding.

Key Skills:

- Coordinating efforts of staff to yield maximum productivity
- Managing time effectively so that deadlines get met
- Communicating clearly in order for everyone to know exactly what they should be doing
- Providing feedback promptly
- Encouraging morale and each employee's importance to overall goals
- Motivating team to aim for excellence by fostering pride in their work

PROFESSIONAL EXPERIENCE

FORENSIC CARE TECHNOLOGIES, Delhi

Manager – Support & Coordination, Forensic Department (May 2021 – Till Date)

In my role as Manager - Support & Coordination, I am responsible for providing support and coordination between international OEMs and law enforcement agencies in India, such as the CBI, IB, NIA, Navy, ACG, FSL and CFSL.

Role & Responsibilities:

- Maintaining company database of new and forecasted opportunities and stage of activity underway with proposals.
- Providing assistance and support to officers of various Law Enforcement agencies.
- Coordination with international OEMs about the new digital forensic tools.
- Coordinate between OEMs and End-user.
- Providing administrative support to the team of forensic analysts.
- Preparing the Proposal for various Law Enforcement agencies.
- Responding to queries of End User.
- Arranging Demo of the new tools to the departments.
- Manage the end-to-end bid process.
- Expertise in Tender filing process on GeM & Government E-Portal.
- Reconcile pricing rates with previous pricing for existing clients.
- Represent company at technical bid openings.
- Working closely with project managers, and senior personnel of the Law enforcement agencies.
- Understand and resolve complex technical, strategic and business issues.
- Supporting the tender team and making sure deadlines are met.
- Prepare and review the commercial aspects of the bid, ensuring all products / services are included in the final price to the customer.
- Respond to the bid clarifications.
- Prepare pre bid queries.
- Liaising with departments, other vendors, and OEMs.
- Creating and fostering relationships with clients, OEMs and associates.

AKS IT Services Pvt. Ltd. Noida, Uttar Pradesh

Sr. Executive Coordinator, Forensic Department (March 2017 – May 2021)

Identify and analyze business needs and its requirements of forensic related projects and standards; perform research, analysis, and troubleshooting to identify, resolve, and explain complex forensic issues to company management.

Notable accomplishments:

- Looking after the Tender filing process on GeM & Government E-Portal.
- Management of projects starting from pitching of the project till the receipt of payment.
- Coordinated JEE – Mains (Online Examination) Network Audit, PAN India.
- Knowledge in Preparation of Tenders & Procedures / Bidding and submission of Tenders.
- Uploading/Submitting the Documents (General/Technical/Commercial) in the ONLINE Platform
- Procuring Digital Certificates for ONLINE Tenders Participation.
- Assist department with all documents support
- Liaison with Govt. Department for Vendor Registration, Approvals and Renewal.
- Submitting documents for getting new registration as approved vendor
- Preparation and submission of different types Bank Guarantee's like Bid security and performance Bank Guarantees. Meticulously following for getting back the BGs & DDs.
- Preparation of EMD and Bank Guarantee Statement.
- Interaction with OEM's & End user.

DASANSH CONSULTING PVT. LTD.

Customer Relationship Executive (2011- 2014)

- Handling assignments of implementing ISO 27001
- Established positive client relationships by fielding initial calls from prospective clients with data entry and listing of activity logs.
- Organized and maintained client files to ensure current information on prospective buyers.
- Effectively managed invoicing and outgoing payments.
- Handled customer complaints over the phone for all of his Managed Properties.
- Created and distributed written correspondence to both current and prospective Real Estate clients.
- Performed administrative duties, utilizing legal terminology, procedures and documentation.
- Updated databases and provided timely, accurate billing for all services.
- Responding to the customer by telephonic or by mailing.
- Handling escalation log reports and close all queries within 24 hours.
- Provide User ID and password to the registered members.

CORE COMPETENCY

- Project Management
- Customer Relationship Management
- Team Management

QUALIFICATIONS

- **B. Comm.** from University of Delhi, (Distance Learning)

ACADEMIC CREDENTIALS

- **Senior Secondary** from CBSE BOARD from Rani Durgawati S.S.S Kidwai Nagar New Delhi
- **Higher Secondary** from CBSE BOARD from Rani Durgawati S.S.S Kidwai Nagar New Delhi

IT FORTE

- Well versed with MS Office (Word/ Excel/ PowerPoint), and Internet Applications.
- Well versed with Windows operating system and its application.

TOOLS OF A TRADE

- **Computers** – For basic office tasks and email communication
- **Calendars** – Keeping track of meetings, deadlines, progress checkpoints in a central place enables projects to run smoothly and everyone involved to have a common point of reference
- **Agendas** – Outlines of what needs to be covered during meetings
- **Goals** – Formal ways to measure output and progress, often stated in terms of a quantity

ACCOMPLISHMENTS

Recognition and awarded for “**RIISING STAR**” from category of best work delivery in AKS IT Services Pvt Ltd

PERSONAL DOSSIER

A. Date of Birth:	10 Jan’ 1984
B. Address:	New Delhi
C. Language Known:	English & Hindi
D. Gender	Female
E. Marital Status	Married
F. Nationality	Indian

DECLARATION: -

I hereby declare that the information furnished made above is true, complete and correct to the best of my knowledge and belief.

Date:

Place:

MADHU BALA