**SAPNA HANDUJA**

**Mobile: 91-9818977783**

**Sapna.handuja@rediffmail.com**



**AN OVERVIEW:**

* An astute professional with over ten years of experience and demonstrated career excellence in

Coordinating, planning, and supporting day to day **operational and administrative functions** with a high degree of efficiency.

* Presently associated with **Alcatel-Lucent India Limited** as **Executive Assistant** to VP Sales
* Capacity to develop and maintain comprehensive administrative processes that improve the efficiency of day-to-day operations
* Maintain excellent communication skills, problem resolution abilities, and a high-level of confidentiality.
* Strong background in all aspects of office management like scheduling meetings and coordinating travel to overseeing budget and other functions
* Quick to grasp new ideas and concepts and easily adaptable to new environments. Motivated and have ability to work productively with self initiative as well as under guidance

**CORE COMPETENCIES:**

Operations Time Management Planning Team Coordination

Executive Assistant **Administration** MIS, Marketing Vendor Management

**Secretarial** Calendar Management Facility Management Office Management

* Dependable, Meticulous and conscientious.
* Highly effective in communicating with cross functional teams, and achieving results.
* Sincerely enjoy the challenge of providing high-quality direct service.
* Trusted to handle confidentiality in secretarial matters.
* Enthusiastic and committed to maintain quality and efficiency.

**OBJECTIVE**

* Seeking a suitable role as an Executive Assistant or in the Administration and Operations department with a reputed organization and looking to build a career to achieve further professional development.

**EXPERIENCE SUMMARY:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Organization** | **Designation** | **Tenure** | **Location** |
| **Alcatel – Lucent India Limited** | Executive Assistant to VP Sales  & MD Office ( Few Months) | Dec’2013 - Till Date  Nov’13 till March ‘2014 | Gurgaon |
| **Alcatel – Lucent India Limited** | Executive Assistant to Legal Head | Jan’2012 to November 2013 | Gurgaon |
| **Alcatel – Lucent India Limited** | Executive Assistant to R& D Head | Jun’2010 – Dec’2011 | Gurgaon |
| **BMW India Pvt. Ltd.** | Executive Assistant to CFO | Mar’2009 – Apr’2010 | Gurgaon |
| Amar Ujala Publications Ltd | Executive Assistant to President | Apr’2008 - Mar’2009 | Noida |
| Virgin Media Ad Agency | Executive Assistant to MD | Sep’2005 –Mar’2008 | Noida |

**EMPLOYMENT RECITAL:**

**Alcatel – Lucent India Limited Dec’ 13 till Date**

**Executive Assistant to VP Sales**

Job Profile:

* Independently responding to Emails, Manage MD's & VP’s Emails.
* Generate daily / monthly / weekly monthly reminders for critical to-do items to be completed including both recurring and one off items.
* Assist in ensuring prompt and effective follow up on all Internal and external meetings based on Calendar information.
* Assisting and understanding the Company Managing Director working styles and priorities in order to represent effectively and being able to Change styles and priorities to meet the very different working style.
* Tracking Reimbursement and maintaining all the records.
* Update database and maintain client and candidate files.
* Managing last minute changing schedules.
* Meeting and Action Points Management:
* Organizing Video Conferencing and Tele Presence meetings across the globe.
* Follow Up on Action Points generated in these meetings and ensure their closure with updates.
* Maintain Confidentiality of information
* Domestic & International travel plans and coordination
* Visa’s coordination
* Meeting Management
* Review meetings for team
* Heavy Calendar Management
* Charter coordination and travel management with them. Negotiate where needed.
* Delegation of tasks so as to provide Admin. Support to MD,
* Face of the MD's office .one on one interaction with both Internal and External International Managers, Executives and as well as consultants, to coordinate a variety of complex executive meetings
* Coordination with International clients for meeting management.

**Alcatel – Lucent India Limited Jan’2012 to Nov’ 2013**

**Executive Assistant to Legal Head**

Job Profile:

* Maintain frequently changing calendars through **Microsoft Outlook Calendar Management** and understand Executive's priorities to effectively manage that calendar.
* **Coordinate** all aspects of executive level appointments, meetings, receptions and

Conference calls. Schedule and organize multiple activities for Legal Head

* Organize and secure **highly confidential company** and employee information
* Extensive preparing of Travel and expense reports and ensuring accuracy of

Information submitted and ensure expenses are settled

* Effectively render both **internal and external communication** with stakeholders
* Ability to interact with all senior levels of the corporation with diplomacy,

Accuracy, professionalism and confidentiality

* Compose **routine correspondence** as well as complex letters and memos. Access and replies/forwards Legal Head’s emails when requested. Handle highly confidential information
* Accept visitors, answer and screen routine calls and complex queries to furnishes Information
* Work independently and with a team on special and ongoing projects when necessary.
* Work with and back up other Executive assistant when needed to provide support to

the legal team

* Monthly input of vacation **time sheets** in appropriate system and perform other duties as assigned.

**Alcatel – Lucent India Limited Jun’2010 to Dec’ 2011**

**Assistant to R&D Head (India Operations)**

**Job Profile: Executive Assistant**

* Provide executive-level administrative support to the India R&D Head.
* Managing busy Calendar schedules & schedule meetings for V.P (Globally)
* Preparing the agenda’s for internal guests/ seniors.
* Responsible for recording details of R&D projects on the R&D Database
* Process monthly expenses in XMS Tool for the V.P
* Prepare calendar and maintain annual vacation for the Vice President
* Adeptly handle incoming communications and respond to internal requests for information on a timely basis.

**Job Profile: General Administration**

* **Collaborate with Directors** & various levels of management to gather information pertaining to key issues.
* Facilitate the accurate and timely writing, editing, and preparation of final copy from draft to distribution.
* **Process purchase orders** upon acquisition and verification of V.P India
* Follow-up with various departments on computerized and verbal wake-up calls
* **Coordinated projects and events** exercising ability to improvise, improve procedures, and meet demanding deadlines
* Coordinate the **interviewing process** between management and ‘new hire’ candidates; Assist out-of-town candidates with travel, hotel and car service arrangements.
* Liaison between all impacted departments to ensure **proper communications** and reporting practices.
* Direct business relations and distribution of company literature to stimulate client interest
* **Employee Relations and Engagement**: Plan and coordinate corporate luncheons, and develop presentations for related on-site and off-site meetings.
* Organize details of **off-site functions** involving participants’ availability, securing of location, menu choices, travel arrangements and material preparation, i.e. correspondence, charts and slide presentations.
* **Vendor Management**: Manage capital purchases (mobiles etc), direct vendor relations, generate and maintain equipment tracking records.
* Process monthly expense reports reflecting supporting documents and budget code indexes.
* Processes R&D Approval forms and provides information on the progress of applications for R&D approval
* **Event Management**: Participated in activities to promote business and expand services, and provided technical assistance in conducting of conferences, seminars, and workshops

**BMW India Pvt Ltd Mar’2009 – Apr’2010**

**Assistant to CFO Finance&Admin**

**Job Profile:**

* Acted independently as the key administrative support for the CFO of Administration and Finance including managing his agenda and mailbox, preparing reports, slides, correspondence and memoranda, organizing meetings
* Carried out administrative function supporting the CFO
* Keeping the records of all purchase requisitions in SAP software.
* Referring matters to appropriate groups and persons in Department to ensure that appropriate action and follow up have been taken.
* Providing optimal and time effective travel arrangements to the CFO and the team of Administration and Finance.
* Responsible for monitoring and supervising monthly and weekly cost analysis reports to ensure adherence to the budget
* Preparing agenda’s for the internal seniors, who are visiting to India office.
* Ensuring documentation for meetings such as Finance and Audit Committee is provided in an appropriate form and in a timely manner (draft agendas and supporting papers and follow-up, action sheets, minutes undertaking appropriate financial and budgetary control for the department Unit within the Financial Rules, including verifying and controlling claims for expenses from activities’ participants.
* Ensuring coordination, circulation of information and general support within the department and the organization.
* Responsible for setting up and maintaining numerical, alphabetical and subject files
* Supporting and managing autonomously specific financial and administrative projects and deliverables, such as coordination and follow up of task forces.
* Responsible for the development, implementation and updating of the files and archives of all legal, contractual and general documentation activities according to the legal archiving rules.
* Active contribution to audit processes.
* Highly focused and results-oriented in supporting complex, deadline-driven operations; able to identify goals and priorities and resolve issues in initial stages.
* Keeping the records of company Vehicles (visitor cars) and their maintenance as well
* Keeping the records of Stationary, vendor creations, purchase requisitions, security services etc for BMW India Pvt. Ltd.

**Amar Ujala Publications Ltd Apr’2008 - Mar’2009**

**Executive Assistant to President Marketing**

**Job Profile: Marketing Co-ordinator**

* Manage the corporate marketing division’s team members, including staff assigned to special projects and external consultants as well as manage a staff of desktop publishing and production specialists.
* Oversee the development of marketing strategies and projects from print to web.
* Maintain quality standards for marketing materials and Web site.
* Maintain a sound knowledge level of current issues and activities.
* Have bottom-line, results-driven orientation, and accept accountability for successes and failures on both a personal and departmental level.
* Ensure effective processes within the department to reduce touches and non value added activities that do not deliver member value.
* Participate in division and management or marketing committees that address strategic and tactical marketing and operation matters.
* Accurately and effectively evaluate the performance of assigned staff members and provides useful feedback to improve performance
* Manage staff documentation of time allocation to assure accurate and timely accounting.
* Ensure that new and revised products have a strong marketing message, concise, visually engaging, cost effectively produced, and delivered on time
* Identify opportunities for exhibitions and speaking engagements and strategize how to leverage opportunities into revenue generation
* Demonstrated ability to not only manage, but also be an individual contributor

**Virgin Media Ad Agency Sep’2005 –Mar’2008**

**Executive Assistant to MD**

**Job Profile:**

* Reporting Direct to the M.D
* Process and distributes confidential and sensitive documents
* Process accounts payable and receivable.
* Coordinates calendar, schedules, meetings, events and training needs.
* Maintain mathematical spreadsheets related to sales & Finance.
* Monitor collections; prepare invoices, reports, letters, and financial statements.
* Open, sort, and distribute incoming correspondence, including faxes and emails
* Prepare agendas and make arrangements for special events, committee, board, and other meetings.
* Prepare responses to correspondence containing routine inquiries.
* When appropriate, represent the organization on behalf of the M.D.
* Research new ideas and provide status reports.
* Follow up on existing projects and provide status reports.
* Interface with clients, vendors, managers, and employees

**EDUCATIONAL QUALIFICATION**

|  |  |
| --- | --- |
| |  | | --- | | **ACADEMIC QUALIFICATIONS** | |
| **Currently pursuing Masters in Business Administration (M.B.A in Sales & Marketing) From Symbiosis University** |
| |  |  |  |  | | --- | --- | --- | --- | | Graduation | Reputed University | B.B.A | First Class | | 2001 | CBSE | Std XII | First Class | | 1999 | CBSE | Std X | First Class | |

**PROFESSIONAL QUALIFICATION**:

* **One Year Diploma in P.R (Public Relations) from South Delhi Polytechnic for Woman.**
* **One Year Diploma Computer course in Software Basic Programming from NIIT.**

**personal details**

**Father’s name**: Ch. Jagdish Handuja

**Age & Date of Birth**: 30 years, 22nd April 1984

**Languages**: English, Hindi, Punjabi

**ADDRESS FOR COMMUNICATION**

29/53, Ground Floor, west patel Nagar

New Delhi – 110008

**@ sapna.handuja@rediffmail.com**