

Senior Level Managerial Assignments
~ Officer Sales Administration / Operations Management ~
Preferred Location: Mumbai

APERCU

- An astute professional with **nearly 28 years** of rich experience in General Administration, Operations Management, Back Office Management, Documentation, Client Servicing, Facilities Management, Vendor Development, Procurement, Maintenance and Liaison Management.
- **Currently associated with Gujarat Tea Processors & Packers Ltd. (Wagh Bakri Chai), Mumbai as Officer Sales Administration.**
- Adept at liaising with all departments for addressing operational issues and resolving performance bottlenecks.
- Proficiency in steering maintenance activities, verification of stationery stock, courier and logistics, pest control, housekeeping, pantry, cafeteria operations, and technical aspects like electrical / carpentry / plumbing, etc.
- Adroit at streamlining the administrative activities, operations & management as per the compliance with statutory requirements.
- An effective communicator with excellent relationship building, interpersonal skills & analytical abilities.

COMPETENCY MATRIX

<i>General Administration</i>	<i>Operations Management</i>	<i>Facilities Management</i>
<i>Liaison Management</i>	<i>Vendor Management</i>	<i>Contract Management</i>
<i>Record Management/Documentation</i>	<i>Customer Relationship Management</i>	<i>Training/Team Management</i>

CAREER CONTOUR

Since May'07: Gujarat Tea Processors & Packers Ltd., Mumbai as Officer Sales Administration

Key Deliverables

- Spearheading the inventory of all the company assets such as Computers, Laptops, Headsets, Mouse, Server, Chairs & Air Conditioner Machinery, Flats, Vehicles, etc.
- Supervising AMC's for respective works such as AC Maintenance / Chair / Water Cooler / Computer Maintenance / Xerox Machine Maintenance / UPS, etc.
- Stellar at ascertaining all AMC's are in place and are renewed well before expiry dates.
- Successfully addressing complaints from customers related to marketing of products.
- Mapping the MIS reports to track facility consumption/expenses.
- Instrumental at establishing a system to avail stationary facility, review usage and control at it by taking appropriate steps which are in the larger interest of the company.
- Pivotal at creating purchase orders related to all maintenance work & their A.M.C., etc.
- Handling the office vehicle maintenance, renewal of vehicle insurance and mapping dashboard for admin task.
- Overseeing the company visitors, their hotel reservations, flight booking, arrangement of vehicles, airport pick - up & drop out, etc.
- Working on collecting quotations from various suppliers, creating comparisons and negotiating with the suppliers.
- Managing the vendor invoices and their payments.
- Monitoring the security of the company e.g. CCTV monitoring, daily attendance of Office & Field Staff.
- Administering the Sales / Marketing entering tour programme for field staff / Stock record of POP material / sales promotion activity / checking distributors claim, market visit, etc.

Jan'06 – Apr'07: MAK Group of Companies, Mumbai as Office Assistant

Key Deliverables

- Supervised office administration works and mapped quotation, D.O. banking activities, letter correspondence,
- Ensured effective payment follow-ups and manually mapped the credit & Debit register.
- Performed reconciliation of bank statement and ascertained follow up with the sales person activities.

- Maintained daily attendance of Office & Field Staff such as sending the samples, & their pending orders, dispatch details to customer, in addition to the other factory & office related daily functions.

Sept'03 – Dec'05: M/s Autopal Manufacturing Co., Mumbai as Office Assistant

Key Deliverables

- Supervised office & factory work like factory workers attendance and mapped salary worksheet for workers & staffs.
- Instrumentally involved in verifying inward & outward material.
- Mapped the bills, stock corresponded with customers, petty cash vouchers, expenses, production report, monthly stock statements & charts in addition to the other factory related daily functions.

Nov'91 – Feb'03: M/s Chudgar Ranchhodlal Jethalal, Ahemdabad – Bombay as Office Assistant

(Cotton Merchants & commission Agents Catering to Major Textile Mills)

Key Deliverables

- Instrumental involved in liaising with customers and handled banking operations & billing payment follow up.
- Stellar at maintaining records and mapping salary charts, maintenance of all other office records, etc.
- Pivotal at handling bank account & L.C. as well as managing opening bill discounting, preparation of billing, credit notes, debit notes, banking limits, verification of inward & outward material.
- Gained strong knowledge of basic accounts as well as maintained sales & purchase book ledger book and cash book.

SCHOLASTICS

- 12th from Marry Immaculate High School, Calcutta in 1988
- 10th from Marry Immaculate High School, Calcutta in 1986

IT Skills: Comprehensive exposure to MS Office (Word, PowerPoint, & Excel), Windows & Internet Applications.

PERSONAL DOSSIER

Date of Birth: 27th February, 1971
Address: Sector.03, Shantinagar, Building No.C-28, Block No.001,
Near Jain Mandir, Mira Road (East) Mumbai-401107
Linguistic Abilities: English, Hindi, Gujarati, Marathi & Bengali