SUMAN SUNAR

### F R O N T O F F I C E E X E C U T I V E

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**PROFILE SUMMARY**

Well-organized administrative professional having excellent multitasking abilities developed over 6 years of administration experience. Dependable and organized team player with the ability to communicate effectively and efficiently. Skilled at building relationships with employees across all levels of an organization. Capable of handling multiple projects simultaneously with a high degree of accuracy.

## SKILLS

Relationship building Teamwork and collaboration

Sorting & Distribution of calls & emails Documentation and File maintenance

Database administration Excellent communication skills

Billing & Cash Memo Time management Customer service oriented Professional phone etiquette Attendance record management

Administrative support

# WORK EXPERIENCE

### FRONT OFFICE EXECUTIVE

#### *91springboard|March 2018-present*

Handling current member’s queries on INTERCOM APP & resolving it on time.

Updating the Digital Signage via presentations (the monthly information of all the members & events happening in the hub)

Scheduled appointments and meetings, organized materials and prepared rooms.

Maintaining the database through excel files & proper filing, keeping the agreements at one place.

Procuring stationery items, first-aid, printing posters and other items for the hub.

Coordinating between sales & the hub team.

Following up on the Pipedrive deals. (the leads coming for hub tour) Handling cowork platform (company's 1 stop for all), taking records out of it, adding & subtracting teams from it, extracting different reports, member birthdays.

Handling operations such as Visitor management, key management, keeping handy the hub mobile & answering calls on it, preparing guard sheet.

Member Engagement wherein we do some delight activities for members, birthday celebrations & celebrating their small wins.

### FRONT OFFICE EXECUTIVE

#### *D-care India | October 2016- February 2018*

Scheduling, organizing and managing appointments for Doctors, nurses and other support staff.

Coordination with various departments of the office, lab and other vendors like stationary suppliers and medical equipment suppliers.

Managing medical reports.

Distributing the medical reports amongst the patients. Handling billing and cash management

Providing administrative support by helping them with vendors, stationary items and housekeeping requirements.

Providing support to design team with creating flyer designs. Coordination with marketing team.

Follow up with interview candidates.

Creating offer letter for new joinees and helping them with joining formalities.

Making reservations and bookings for the senior management.

**EDUCATION**

Completed Diploma in HR from Symbiosis Pune

Bachelor of Arts from DUSOL

Completed secondary and Sr. Secondary from National institute of open

learning.

**OTHER INTERESTS**

Creative Writing

Reading Cooking.

### FRONT OFFICE EXECUTIVE

***Aayna Skin Clinic|September 2014-October 2016*** Handling and distributing incoming calls to concern department/ person through EPBAX

Greeting patients and handling inquiries.

Scheduling, organizing and managing appointments for medical and other support staff.

Coordination with the sales team for new leads. Billing and accounts management.

Handling product inventory.

Making reservations and bookings for the senior management. Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.

# ACCOMPLISHMENTS

**Way-finding Directional Signage** - Took this project to help customers understand the layout of the hub, to reach a specific place such as washrooms, lobby area, safety signs, meeting rooms, emergency exits, etc. It took me 15 days to complete the project including all the printout materials & putting it at the dedicated place.

**Hub Digest** - An office magazine wherein we are supposed to

mention what is going on in the 91springboard. Be it ongoing events or future events, member companies hiring more staff, the success stories of the members, etc. I took a lead here & provided the relevant stuff to our customers by designing it in logo colors & giving the important information.

**Hire-athon** - Being a part of 2 hiring drives gave me the

exposure to learn new things about hiring. Handled CV queries, followed up with the candidates, helped them settled down to the hub, registrations, coordination with the hiring authorities, took part with the hiring team in group interviews, screening of the resumes & shortlisting the right candidates.

**Key Management** - Though it was a part of the facilities

management, I believe doing some work will always give you learning. I took this project wherein I was supposed to sort, label, assign & make duplicate keys of approx 3000 keys for all the lockers, drawers & cabins we have in our hub. It took me 30 days to sort this entire inventory of keys. Problem solving, time management & keeping calm in tough situations were the key learnings from this project.