

XYZ Ltd., Vadodara, India
Administrative Assistant

Mar 12 to Feb 13

- **Ensured** smooth functioning of reception area.
- **Efficiently** responded to 100 internal and 20 external phone calls daily.
- **Placated** irate and concerned customers infusing diplomacy and tact, ensuring clients' needs were responded to appropriately and professionally through the proper department.
- **Solved** internal staff queries regarding courier, housekeeping, electrical, mechanical, pantry, air conditioning, stationery and telephone related issues.
- **Facilitated** conference room during meeting and oversaw all arrangements for conference.
- **Prepared** MIS for queries and resolved the same within stipulated time
- **Imparted** training related to Grooming and Nutrition to House Keeping Staff
- **Issued** Purchase Orders for Toiletries Items, Stationery items and Pantry Items.
- **Maintained** records of all Consumables and organized them according to their cost.

XYZ Securities Ltd. Vadodara, India
Assistant Marketing Manager Cum Back office Executive

Apr 10 to Dec 12

- **Initially Appointed** as Marketing Executive.
- **Achieved** the target of opening 8 new Demat Accounts per month.
- **Promoted** as Assistant Manager for over achievement of Targets consecutively for 3 Months.
- **Awarded** as Best Employee of the Month by achieving 300% of Target.
- **Effectively** resolved customers' queries related to opening of new accounts and follow up with HO.
- **Imparted** Training to Sub brokers for account opening process.

PROFESSIONAL QUALIFICATIONS

- **MBA (Finance)** ICFAI University, Vadodara, Gujarat, India – 2010 (Scored 68% marks)
- Adjudged as “Best Student” during Internship Programme of MBA & received Pre Placement offer.
- **Bachelor of Commerce**, M.S. University, Vadodara, India – 2007 (Scored 52% marks)

PERSONAL INFORMATION

Date of Birth : 17th March 1987 Languages : English, Hindi
Gender : Female Nationality : Indian
Marital Status : Married

References : Available upon request