

SAIMA KHAN

Address : Room No 1 , 68/F Mangali Kandoori Chwal, Foras Road, Mumbai 400008

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SUMMARY:

Highly competent Receptionist with experience in managing front office operations, including handling multi-line phone systems and greeting visitors. ability to multitask, and maintain a professional demeanor under pressure. Previous roles have had significant impact on improving efficiency of administrative processes and enhancing customer service experiences. Seeking a responsible career position which will utilize my education & experience as well as develop additional skill which offer a high level of challenge.

SKILLS:

- Office Management
- Bookkeeping
- Administrative Support
- Travel Coordination
- File Management
- Petty Cash
- Multi-line telephone skills
- Recordkeeping and bookkeeping
- Mail handling
- Documentation And Reporting
- Organization skills
- Data Entry
- Scheduling Meetings
- Client Support
- Interview scheduling
- Event Management
- Employee Engagement
- On boarding Process
- Bio Logs
- Meeting Room Booking
- Joining Kit
- Attendance
- Courier Packing / Courier Management
- ID card Printing and Access card
- Billing Process
- Interview Coordinator

EXPERIENCE

DATE : OCT 2015– TILL DATE

RECEPTIONIST CUMS ADMIN NEOSOFT PRIVATE LIMITED

SR.ADMIN EXECUTIVE,

Engineering ideas to improvise lives, NeoSOFT over the past 25 years, has empowered ambitious change-makers around the world with sustained digital capabilities. We are a trusted Digital Engineering and Enterprise Modernization partner with offerings that enable our clients' by creating a unique competitive advantage. While leaving room for continuous enhancement, NeoSOFT has leveraged the most in-demand technologies, methodologies, and framework components, for solving important client challenges. Combining deep technical competencies and industry experience, we ensure robustness, extensibility, and continuity in the solutions we deliver.

Oct 2015-Current

- Break Entries: -
 - A) In and out log entries on the same day
 - C) Solve employee problem if they have any query about the timing and breaks
 - Attend calls and connect with concern person- connect on Mobile also, connect on other locations (Noida DC, Airoli DC, Support calls, D for Domain Team, Pune Location)
- Gate Pass Mail
- Arrange Car Parking for Clients (Coordinate with sales persons)
- Ensure washroom should be clean, take round in premises
- Check all conference room
- Book Meeting Rooms as per requirement
- Book Café portal -Library
- Make Temporary ID card
- Main petty cash
- First Aid and Medical related things order every month and maintain it as well
- Enter Visitor entry in portal
- **Client Service:** -
 - A)-Coordinate with sales person for Gate pass
 - B)-Arrange conferences for a client as per sales person's requirement
 - C)-Check conference white board Markers clean board if something is wrote on it, Keep Tissue Box Air freshener and informed house keeping to clean room
 - D)-Inform office boys to be arrange client's refreshment like water bottle, Cookies in advance
 - E)- Inform sales person about client arrivals
 - F)-Arrange snacks, Lunch or Evening Snacks as per requirement
- **Courier:-**
 - A)-Maintain Register of Inward and Outward
 - B)- Give courier to concern person and take acknowledge in Inward Register.If the person is not available then inform them about courier and keep follow for the same
 - C)- Maintain courier outward Register, keep tracking details , filed Tracking slip in Box file
 - Collection or any other hand delivery or Pick-Up: -then inform concern person or submit cheque in accounts
- Stationery & House Keeping Materials:
 - A)-Order Stationery & House Keeping Materials as per requirement
 - B)-Maintain Stock - Personally Visit to see stock if anything need to order and place order for the same

- C)- Order stationery for special request of Tender work, Events, CMMI Meetings and for Directors
- Registers: -
- A)- Maintain all register which are available at reception
- (Break, Visitors, Interview, Inward, Outward, Attendance, ID card, Joining Kit, Business Card ,Meeting, Stationery etc.)
- Interviews:-
- A)-Coordinate with respective HR,
- B)-Give form as per post or Give System for filling form on portal
- C)- Give Test to Fresher
- D)-Arrange Conference for Interview
- E)- Keep follow up with interviewer and inform interviewee as per that
- F)-Arrange Tea, Coffee and water for interviewee
- Joining kit provide to new joining, maintain data, maintain stock, keep records in Register and in Google sheet as well
- Billing Work Administration part:- Check all locations bill and submit to HOD or in Accounts Department.

DATE : NOV 2011 TO AUG 2015

CATI 3 YEARS AND AS ASST. MARKETING RESEARCH EXECUTIVE FOR 1 YEAR|INDIANET MARKETING SERVICES PVT LTD

Indianet is an independent, full-service MR firm based in India. Established since 2003, head quartered in Mumbai. Through our network located across, we are able to conduct research reaching both urban as well as rural locations. Indianet offers Secondary, Qualitative & Quantitative research services to clients based both in India as well as abroad. We have a in house dedicated call centre (30 seater) based in our Head Quarters, to conduct interviews in major 10 languages spoken within the country. iMIS - besides having expertise in the Consumer research arena, we also have studies being conducted on a daily basis for the past 7 years across Traditional outlets simultaneously in 11 cities.

Nov 2011-Aug 2015

- Handle Boardline calls
- Market Research calls
- Conduct Telephonic Market research and Interviews
- Make cold calls
- Connect call to manager related Products and Brands

DATE : AUG 2011 TO OCT 2011

TELECALLER FOR 3 MONTHS | KOTAK DSA

Kotak Finance is dedicated to understanding your specific needs, and to helping you

move your inventory faster than ever before. We will work closely with you for a mutually beneficial relationship.

Aug 2011-Oct 2011

- Calling to make new clients
- Coordinate with office staff and client to collect hard copy of documents

EDUCATION

T.Y.B COM | 49%
MUMBAI UNIVERSITY
MUMBAI, MH | MAR 2011

H.S.C|50%
MUMBAI UNIVERSITY
MUMBAI, MH|FEB 2008

S.S.C|58%
MUMBAI UNIVERSITY
MUMBAI, MH|MAR 2006

1 YEAR DIPLOMA IN SOFTWARE APPLICATION DTP. AND URDU LANGUAGE

ACTIVITIES

- Answering phone calls and taking messages
- Organizing or updating a filing system
- Database management
- Scheduling meetings and appointments for multiple team members
- Ordering office equipment or other supplies
- Drafting or proofreading emails, reports, or other documents
- Taking or transcribing meeting notes
- Bookkeeping and data entry

