

## Gayathri Devi D

### Administrative & Support Specialist

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#### SUMMARY

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Senior administrative associate with **14 years** supporting marketing, sales & service teams across domains. Orchestrates **office administration, vendor management, CRM maintenance** and statutory filings while enabling smooth customer engagement across South- and North-region branches. Skilled in **facility management**, procurement workflows and multi-department coordination, maintaining high service standards and compliant documentation.

#### KEY SKILLS

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- **Administration & Facility:** Facility Management, Vendor Management, Housekeeping Oversight, Utilities Coordination, Asset Management, Safety Compliance
- **Procurement & Finance:** Procurement, Purchase Orders, Petty Cash Management, Cost Control, Budget Tracking, Vendor Negotiation, Contract Management, Inventory Management
- **Operations & Reporting:** CRM Maintenance, MIS Reporting, KPI Dashboards, Stakeholder Coordination, Cross-functional Collaboration, Compliance Tracking, SLA Management, Event Logistics
- **Analytics & Systems:** Power Query, OCR Scanning, SharePoint Administration, Data Validation, Reporting Automation
- **Business Tools:** ERP, MS Excel, MS Office, Power BI, CRM Systems, SharePoint, Outlook, Teams

#### PROFESSIONAL EXPERIENCE

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##### Senior Executive – Administration & Marketing Support | Hunter Douglas India Pvt Ltd

May 2013 – May 2025 | Bengaluru

- Handled daily **facility management** (housekeeping, courier logs, stationery orders, vendor payments) keeping two branches organised, stocked and invoice-compliant
- Monitored **petty cash management** of ₹50,000 monthly, recorded vouchers in Excel and submitted reconciled statements to accounts before close
- Coordinated **vendor management** for **5-7** service providers; tracked contracts, renewals and cleared maintenance requests within **1 hour** SLA
- Filed E-Sugam, GST and professional-tax returns, updating **compliance tracking** sheets and sharing proofs with finance and auditors
- Managed front-desk calls and **CRM maintenance**, forwarding enquiries instantly to sales and logging follow-up status for transparency
- Updated **150** client records monthly and assigned **50** leads to executives, ensuring database hygiene and quicker lead-to-quote cycles
- Prepared SOC packs, proforma invoices and cover letters for **10** sales orders monthly, dispatching originals with courier tracking same day
- Processed **30-40 purchase orders** in **SAP MM** each month, aligning quotes with budgets and monitoring delivery to warehouse sign-off
- Arranged **30-40** domestic trips yearly, negotiating fares with agencies and issuing itineraries within policy cost ceilings
- Assisted 2 statutory audits annually, compiling SharePoint folders and delivering vouchers, resulting in consecutive zero-observation reports
- Supported HR onboarding by arranging ID cards, assets and bank accounts for new employees, smoothing first-week readiness
- Organised monthly **culture events** (team huddles, birthdays, festival décor) coordinating catering and venue setup without disrupting operations

## Commercial Executive – Procurement & Facilities | Millennium Aero Dynamics Pvt Ltd

Apr 2011 – Apr 2013 | Bengaluru

- Monitored office **facility management** (lighting, generator, AC, UPS, EPABX) keeping downtime below one hour per incident
- Generated **15** indents each month for spares and consumables, updating requisition logs and forwarding lists to purchasing
- Oversaw **vendor management** for **5-10** suppliers, tracking AMC renewals and verifying invoices against completed services
- Managed **₹20,000 petty cash** and logged **₹40,000** utilities expenses monthly, delivering zero reconciliation differences
- Shortened indent-to-purchase cycle from 15 to **12 days** by automating ERP reminders and proactive supplier follow-ups
- Implemented colour-coded **inventory management** tags on racks, reducing item retrieval time during stock audits
- Arranged **venues, IT support** and **catering** for recruitment drives and service reviews, ensuring professional setup and prompt vendor payment
- Compiled daily press-monitor reports on aviation, port and defence sectors, emailing market intelligence to management by close of business

## EDUCATION

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MBA | Alpha Institute of Management- Vinayaka Mission University | Bengaluru | **2010**

BBM | Sri Sai College for Women – Bangalore University | Bengaluru | **2005**

## LANGUAGES

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Kannada | English | Hindi