

# RASHMI PUNJABI

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## **Summary**

Dynamic and dedicated administrative and HR professional with a strong background in employee engagement, onboarding, operations and event coordination. Proven ability to thrive under pressure and drive company objectives through structured processes and adaptable solutions. Skilled in organizing corporate events and training sessions that enhance company culture. Experienced in vendor management, logistics, and post-event analysis. Proficient in Excel (VLOOKUP, pivot tables), MIS reporting, IT provisioning and KPI framework development, with a strong track record in balancing multiple priorities in fast-paced environments.

## **Experience**

### **ICICI Lombard GIC Ltd. Mumbai, Maharashtra**

#### **Assistant Manager – Employee Engagement 04/2023 – Present**

- Improved onboarding experience by initiating personalized welcome calls, contributing to higher new hire satisfaction.
- Boosted timely IT provisioning for new employees from 10% to 90% through streamlined coordination with the IT team.
- Designed and implemented a comprehensive month-long training program covering products, processes and systems.
- Developed and maintained MS Forms-based feedback systems, delivering weekly dashboards to track training effectiveness and participant progress.
- Conducted in-depth reviews of KPIs to align individual goals with corporate vertical objectives, improving performance clarity.
- Led employee engagement efforts, including personalized birthday and work anniversary messages to foster team spirit.
- Organized and hosted bi-monthly Townhalls, recognizing top performers with curated presentations and enhancing team morale.
- Maintained and updated Span Data monthly to analyse team structures and reporting efficiency.
- Successfully organized multiple corporate events, ensuring smooth execution, vendor coordination, and high participation.

### **International Certification Services Pvt Ltd. Mumbai,**

#### **Maharashtra Assistant Manager Admin 01/2019 – 04/2023**

- Streamlined attendance tracking and developed MIS dashboards for inspectors, auditors, and marketers, enhancing visibility and reporting accuracy.
- Administered group insurance policies for employees across ICS and its subsidiaries, ensuring compliance and timely updates.
- Managed end-to-end onboarding tasks including ID card issuance, policy induction and SIM allocation, supporting a smooth new hire experience.
- Designed and implemented KPI tracking sheets for departments, driving performance alignment and accountability.
- Conducted structured KPI-based performance reviews, providing actionable feedback to improve team productivity.
- Coordinated internal recruitment efforts by liaising with external hiring agencies and scheduling interviews.
- Handled full documentation for employee exits, ensuring data integrity and process compliance.
- Acted as the primary liaison for international branch communication, strengthening operational coordination.

- Oversaw office facility management, including space planning, cleanliness, and vendor oversight for day-to-day operations.
- Supervised administrative support staff to ensure seamless internal operations and employee support.
- Led safety drills, ensured compliance readiness and maintained fully stocked first-aid kits and essential supplies.
- Monitored and managed stationery inventory, SIM card usage and office asset allocation.

**Narayan Powertech Pvt Ltd. Vadodara,  
Gujarat Finance Executive 10/2017 – 11/2018**

- Tracked and reconciled payments against purchase orders, ensuring accuracy and consistency in financial records.
- Verified client purchase orders to expedite sales order approvals, supporting a smooth sales-to-delivery process.
- Managed and maintained inventory levels, generating detailed finished goods reports to aid in strategic decision-making.
- Created targeted stock reports for top-20 clients, improving stock management efficiency and reducing stockouts.
- Collaborated with R&D, Production, QC, Stores, Excise, and Logistics teams, improving cross-functional coordination and enhancing process workflows.
- Recovered INR 50 lakhs in long-overdue payments dating back to 2016, significantly improving the company's cash flow and reducing receivables.
- Streamlined direct invoice submissions to key clients such as Siemens and GE, accelerating payment cycles and improving cash flow.
- Identified and resolved inventory discrepancies, reconciling a variance of INR 30 lakhs, leading to more accurate reporting and less inventory waste.

**Skills**

- Advance M.S. Excel (VLookup, Pivot Tables, Dashboards)
- Operation Management and Planning
- Cross-functional Team Coordination
- Resource Allocation
- Administrative Support
- Vendor Management

**Education**

- Masters in Commerce in 2013
- Post-Graduation Diploma in Accounting in 2011
- Bachelors in Commerce in 2010