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| Chaithraa Verma    Administrator Details Mumbai, India  7838296425  [chaithraaverma9@gmail.com](mailto:chaithraaverma9@gmail.com) Nationality Indian Links [LinkedIn](https://www.linkedin.com/in/chaithraa-verma-387ba3166/) Skills  |  |  | | --- | --- | | Administrative Office Operations | | |  |  |  |  |  | | --- | --- | | Visitor Management | | |  |  |  |  |  | | --- | --- | | Travel Desk Management | | |  |  |  |  |  | | --- | --- | | Calendar Management | | |  |  |  |  |  | | --- | --- | | Event Management | | |  |  |  |  |  | | --- | --- | | Inventory Management | | |  |  |  |  |  | | --- | --- | | Executive Support | | |  |  |  Hobbies Singing, Listening to music, Meditation, Helping People Languages  |  |  | | --- | --- | | English | | |  |  |  |  |  | | --- | --- | | Hindi | | |  |  | | Profile Results-oriented Operations Administrator with 10+ years of progressive experience. Exceptional business acumen, administrative strengths and program management abilities. Excellent reputation for resolving problems and improving customer satisfaction. To seek and maintain a full-time position that offers professional challenges utilizing interpersonal skills and excellent time management. Employment HistoryAdministrator at Taurus Technology, Gurgaon March 2021 — march 2025   * Served as a dedicated Office Administrator in a fast-paced office. * Processing of invoices and followed-up on payments to keep track of all invoices of site * Developed and deepened relationships with internal & external stakeholders * Joining formalities of new joiners. * Meeting & Greeting visitors. * Provided administ0072ative support to staff & board of directors * Handled back-office operations, inter office correspondence, confidential mails, quotations, monthly billing, cheques etc. * Handled reservation, Hotel & flights booking and internal transfers * Extensive scheduling and Calendar management * Maintained and Ordered product stocks. * Selecting vendors, negotiating their contracts & controlling of costs. * Organized various events * Acted as a single point of contact among the Country Head, Regional Managers, executives & clients * Documented meeting minutes * Assisted in Purchase order & invoicing * Issuance of Visa Invitation letters * Managed repair, maintenance & replacement of office equipment, appliances, furniture, furnishings, building.  Admin Operations at Randstad India Pvt. Ltd, New Delhi May 2019 — February 2021   * Monitored costs and expenses to assist in budget preparation. * Provided administrative support to the Country Head in implementing organizational projects & programs. * Assisted in daily office needs * Managed calendars, coordinated meetings, appointments, events and travel Arrangements * Handled customer queries via phone and email. * Documented meeting minutes and distributed to staff to facilitate follow-up and permanent record. * Created presentations and quotes for the clients through understanding their project needs & requirements. * Reservation of complex domestic/International Travel (including Hotels, Visa applications, return transfers, welcome letters & expenses) * Monitored inventory of office supplies and purchasing of new material with attention to budgetary constraints. * Organized factory visits for architects & hospitality operators. * Acted as the point of contact among the Country Head, Regional Managers, executives, clients & other external partners. * Coordinated meetings for department both in office and remotely. * Developed and deepened relationships with customers, vendors, Architects, Developers & distributors. * Worked to ensure quality service and addressed and resolved all customer issues.  Sales & Operations at ICS Travel Group, Gurgaon April 2016 — December 2017   * Maintained customer satisfaction with quick and professional handling of package returns. * Provided support to Senior Managers, MD's & other staff. * Attended Roadshows and conferences whenever needed. * Increased sales revenues by promoting packages and educating customers about promotional packages. * Took care of Travel arrangements for Internal & External Clients. * Respond to calls, professionally & in courteous manner. * Trained new sales team associates in products, selling techniques and company procedures. * Prepared vendor & customers invoices. * To ensure that appropriate actions are taken on the requests. * Ensured proper delivery times for all events and coordinated travel for deliveries. * Coordinated travel plans and scheduled appointments. * Reported and documented concerns and made necessary changes to individual and group plans as needed. * Generated repeat business through exceptional customer service and responded to customer concerns with friendly and knowledgeable service.  Operations Executive at Krissar Infotech, Gurgaon January 2012 — September 2015   * Welcomed visitors to office, communicated arrival to team and managed visit expectations. * Handled reservation, Hotel & flights booking * Applied excellent problem-solving, process development and strategic implementation skills to lead and support all areas of operations. * Established and maintained productive working relationships with staff to resolve operational difficulties and to promote interdisciplinary, collaborative approach to customer service provision. * Developed policies and procedures for operational processes to comply with standards and regulations.  EducationAMIETE - Information Technology, IETE Shimla Khalini, Shimla June 2005 — November 2009 3 Years Diploma in Computer Engineering, Govt. Polytechnic College Kandaghat, Himachal Pradesh June 2002 — June 2005 +2, Government Senior Secondary School Dharampur, Himachal Pradesh March 2001 — March 2002 Matric, Government Senior Secondary School, Dharampur March 2000 — March 2001 Key Competencies  * Professionalism in Appearance & attitude * Highly organized * Able to adapt quickly, handle multiple tasks * Exceptional interpersonal skills with internal & external staff. * Friendly & professional demeanour. * Problem Solving skills * Organizational skills  Declaration of Authenticity I declare hereby, that the information's furnished above are true to the best of my knowledge & belief.  Place:  Date: |