**POOJA PANDEY**

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**Contact No. 7838700298**

Highly dedicated and devoted to work, for achieving the proposed and desired goals. As I am a Determined

and a well-fitted personality in work culture. I excel by learning everything, which comes my way which helps me to work in a challenging environment, Ambitious and enthusiastic professional achieving consistent results, and developing, having strong working relationships with clients, Vendors, Visitors, Staff, and internal team players. I seek challenging opportunities where I can fully use my skills for the success of the organization. (I am a Self-motivated personality)

Developed a new employee orientation program adopted by 100% of the company's locations.

Responded to over 95 customer calls and by mails also daily and resolved 95% of their concerns. Served customers in a positive manner, and received **Several Customer Service Awards** in the past year.

The credit manager assisted in account collection by phone and mail, increasing accounts receivable by 20%. Received Appreciations from Clients - **for Better Hospitality**. Appreciations from customers, **for better understanding of their queries, and for providing prompt resolutions**. Received Appreciation by Senior, for organized office events such as *COMPANY FOUNDATION DAY, ANNUAL PARTY, SALES TEAM, DESIGN TEAM, CREATIVE TEAM SMALL* events, and many more.

**Accomplishment:**

1. Re-arrange something to make it work better.
2. Identified a problem and solved it.
3. Come up with a new idea that improves things.
4. Developed or implemented new processes or systems.
5. Worked on special projects. And handled social media inquiries globally.
6. Received appreciation for maintaining a positive environment at the workplace.
7. Praised by superiors and coworkers for giving motivations & resolutions to achieve the goals and targets.
8. Increased revenue or sales for the company by understanding customers’ needs from the organizations.
9. Money is saved for the company by identifying the budget and expenses.
10. Time saved for the company, Contributed to good customer service.

**Professional Experience: -** **Total Work Experience is about 9+ Years.**

* **Currently working in AFC FURNITURE SOLUTIONS as Senior Admin Executive  ( Admin & Sales supports) (Administrator/ Operations, Facility/ Customer supports/ In charge/ lobby )**
* Provide proactive support including core administrative tasks such as calendar management, scheduling, and coordinating group meetings, including handling Tour and travels e-ticketing, accommodations, staff engagements, and Customer care supported by emails, calls, social media, and physical meeting with the client. Internal and external Expenses and budgeting management. Providing internal support to the team on the administration front. Collaborate and coordinate with a global team.
* Reporting and executing international work for CEO/ MD/ Sr. managers.
* As I am well versed with departmental procedures and policies and will be able to actively explore new ways to get the job done more efficiently. My goal is to ensure that all support activities are carried out efficiently and effectively, to allow other functions to function properly. Responsibilities, Planning and Coordinating administrative processes and systems, and devising ways to streamline processes.
* I ensured the smooth and adequate flow of information within the company to facilitate other business operations. Manage schedules and deadlines.
* Monitor office supplies inventory and purchase new materials, taking into account budgetary constraints. Monitor costs and expenses to help prepare the budget and ensure operations comply with policies and regulations.
* Proactive and a strong team player, positive and professional attitude with drive and initiative Strong written and verbal communication skills
* Experience with Outlook, Gmail Business, Microsoft Teams, Word, Excel PowerPoint, Google sheet, Zoom meeting, and Google Meeting tools.

**Core Key Skills/ Responsibilities:**

* Prioritization of problem-solving and self-motivated personality.

8+ years of managerial experience in Facilities, transport, and general administration

* Received Strong belief in team and approaches; having the ability to earn the trust and respect of peers, seniors, and managers
* working in direct executive support.
* Knowledge of calendar management high-volume travel scheduling and booking, and budgeting of events.
* Willingness to collaborate and effectively communicate across a diverse range of people and job functions.
* Effective organizational skills, attention to detail, and ability to handle multiple priorities with minimal guidance. Calendar Management ii) Visitor Management iii) Travel Management Requirements
* Coverings / Invitations. Stationery Management - Office Stationery Stock Maintenance, Orders, Issuance. As per approved indent and control of fixed and housekeeping consumption.
* Courier and post incoming/outgoing courier management, on-time delivery, and consignment tracking.
* Organized team offsite and team lunch/dinner. Maintaining MIS reports as per admin activities., Experience in SAP/Concur tools for expense claims.
* Management of the admin team., Coordinating with the HR team for onboarding and exit formalities, Coordinating with the marketing and HR team for Saturday upskilling and team building sessions.
* Having the ability to communicate effectively, both orally and in writing
* Demonstrated ability to establish effective and cooperative working relationships
* Excellent organizational and time management skills
* Working knowledge of CRM Systems such as 1# CRM,
* Having the knowledge to manage a wide range of relationships with a variety of stakeholders
* Proficient in Microsoft Office and MS Products such as Google Sheets, Zoom app, Drive, Google Forms, and Outlook. Calendar management.
* Ability to adhere to agreed TAT
* Prepare and disseminate documents to the proposals/marketing team such as general communications (letters and memos), summaries of meetings, proposals, contracts, safety documentation, and various reports;
* Understand the needs of stakeholders and dealers
* Manage documentation and email as per company norms
* Communicate effectively with BDM if any agreement info is missing.
* Collect duly-signed agreement and upload it to CRM.
* Maintaining Customer relations, coordinating requirements, proposing Solutions & Closing Business Deals.
* Managing end-to-end client operations.
* Understanding customers' diverse, specific business needs and applying product knowledge to meet those needs.
* Identifying and developing new business through networking and courtesy and follow-up calls.
* Networking with existing customers in order to maintain links and promote additional products and upgrades.
* Handling Existing sales and Customer queries.
* Build and lead clients' relationships and trust.
* Prepare and maintain a record of all customer-related documentation.
* Provide operational and administrative support to the internal and globally based branches,
* Having the ability to complete my work assigned by Senior/ Managers at the scheduled timeline.
* Communicated and liaised with appropriate internal departments, including Sales, Marketing, Rights & Permissions, Production, Inventory, Product Info, Digital, Content Management, and Customer Service.
* Monitoring and managing team mailboxes to ensure that requests and actions are allocated to the right department.

**Previously Worked:**

1. **ZEON LIFESCIENCES LTD. as a FOE -Administrative Officer*. From* Feb- 2020 to Oct-2020**
2. **MOTT MACDONALD  (FOE - (pan India and Globally Operations Segments  from  -  Apr-2019 to Dec- 2019**
3. **CSDC INDIA TECHNOLOGIES (P) LTD. (CSDC SYSTEMS) (FOE Admin Assistant)**

 **(Department - Admin HR) From    - Apr-2017 to Jun- 2018.**

1. **INDOSAM INFRA (P) LTD  (Administrative Assistant)  From    -  April -2014 to Mar- 2017**

**Core Responsibilities -** Maintained a clear and up-to-date filing system for all documents, including contracts, invoices, receipts, correspondence, staffing records, etc., and archive files when appropriate. Support and organized events such as partner meetings, review missions, workshops, and or conferences; agenda preparation and logistics coordination as and when required I did it, and provided administrative support to the programmed, including calendar management. Handled operations facilitated part for pan India and did work globally as well. Handled multiple tasks. Project management, with stakeholders and dealers.

**Graduated from Delhi University ( B.A Arts) done in 2017 Senior Secondary from NIOS U.P board. (2011- 2013) Secondary from NIOS U.P board. (2010-2011)**

**I hereby declare that the information given is best to my knowledge and belief.**

**PLACE  - Noida**

**Pooja Pandey**