**MANESH KUMARI**

Mobile: +91 9810302703 • E-Mail: manesh12@gmail.com

**ADMINISTRATIVE ASSISTANT**

Recognized as a savvy executive with strengths in managing business processes, defining improvement in the processes, building consensus, recognizing and accelerating peer’s strengths

**AN OVERVIEW**

An astute & result-oriented professional with over 11 years of extensive experience in Administrative Support, Helpdesk Management and People Management in India as well as Abroad. Worked with UNAMID (Sudan) as Admin/PABX Billing Assistant. Adept at giving secretarial support involving handling of top & confidential correspondence, document flow, attending visitors and directing various queries to relevant departments. Honed skills in handling day-to-day activities in co-ordination with internal / external departments for smooth functioning of the organization. Skilful in ensuring successful ramp up of business assignments, while working in coordination with clients & ensuring effective service deliverables. Technically sound with MS Office Suite, Lotus and Web IT/Web Updating Tools. Exceptionally well organized with a track record that demonstrates self-motivation, creativity and initiative to achieve both corporate and personal goals. Possesses strong communication, people management, interpersonal and time management skills. Comfortable interacting with multiple levels of organisation, management and staff from different locations.

**KEY SKILLS**

**Managerial:**

Personal Credibility: Use personal credibility to influence outcomes

Strategic Contribution: Create new concepts in relation to the people that results in improved performance

Skilful Execution: Make things happen, against the odds in a collaborative way

**Functional:**

Administrative Support PABX Billing Operations Cross-functional Coordination

Helpdesk Management Billing & Commercial Operations Expense Management

Record Maintenance/MIS Reporting Secretarial / Executive Assistant Travel Arrangements

Calendar Management HR & Administrative Support Team Supervision

**CAREER CONTOUR**

**Since Jul’09- Oct’ 19: UNAMID (Sudan) as Admin/PABX Billing Assistant**

**Key Result Areas:**

* Providing administrative & secretarial support involving efficient handling of correspondence, managing documents, screening telephone calls & directing various queries to relevant departments
* Prioritizing incoming correspondence, including letters, green notes, faxes, e-mail, filter requests for appointments and arranging internal/external meetings and conference calls
* Fixing appointments & meetings, keeping meetings calendar up-to-date, preparing a synopsis of reports and presentations received from officers as well as preparing Minutes of Meetings
* Handling both Domestic travel and overseas travel for all Directors and also the Top Officials of the company which includes Visa, Ticketing, Airport Pickup/Drop, etc.
* Coordinating, follow up and handling the corporate communication between CEO/MD and HODs
* Greeting visitors (High Level Officials, Consultants, VIP Guests, Overseas Dignitaries. Arrangement of airport pickup/drop, lunch and dinner arrangements)
* Accountable for attendance & leave recording; physical space allocation plans and identification of office technology needs; maintenance of equipment, software & systems; assisting with the organization of seminars, conferences and translations
* Selecting information & records in specified format, or on the basis of general instructions for use by others in preparing reports, correspondence, technical papers, project or program plans and general reference documents
* Classifying and coding material relating to a number of subject matter areas; maintaining general office files as well as providing guidance to the registry clerk in performing this duty
* Retrieving telephone bills from UNAMID Telephone Billing System (Ringmaster); also preparing and distributing monthly telephone bills for each of the service providers to all users for the identification of official and private calls
* Maintaining the accuracy of monthly bills; programming the PABX with PIN numbers for S/Ms
* Creating reports to Finance Section with telephone billing information in order to expedite monthly telephone charges, check-out and final payment to UN S/Ms
* Maintaining an accurate electronic database of all records pertaining to the unit; processing/distributing cell phones (MTN / ZAIN) telephone bills to all users for the identification of official / private calls
* Keeping the TBU Supervisor informed of all the facts enable to affect the normal course of Telephone Billing Unit operations; also reporting to the Supervisor on the cost trends and variations on the billing of all services being utilized
* Dealing with officials from Telephone Services Providers and Mission's staff members in connection with telephone related matters and compliance with standing instructions & procedures to avoid abuse of telephone usage
* Overseeing the physical inventory of TBU stocked items on a regular basis to ensure accuracy of records and location of property; issuing TBU CITS equipment and enter the records in the TBU asset electronic database

**Highlights:**

* Efficiently & effectively ensured that the services provided are adequate; also smooth recovering of private charges from the users
* Instrumental in reconciling TBU accounts with those of the service provider; attained nil delay in the settlement of invoices, thereby maintaining a good quality of service

**Feb’09-Jun’09: PC Solution Pvt. Ltd., Delhi, India as Helpdesk Coordinator**

**Key Result Areas:**

* Received calls from clients by voice and mail; logged the same in the software
* Sorted incoming mail, faxes, and courier deliveries for distribution
* Forwarded incoming general e-mails to the appropriate staff member
* Assigned engineers as per nature of call & priority; also updating the call under the SLA (Service Level Agreement)
* Worked in close relation with the vendors for spares parts & service
* Issued assets and updated the electrical and manually database
* Used computer word processing, spreadsheet and database software to prepare daily, weekly and monthly reports, memos, and documents
* Rendered secretarial and administrative support to management and other staff. Make travel, meeting and other arrangements for staff

**Commenced career with GMR DIAL at Airport (Delhi, India) and Feedback Ventures Pvt. LMT at Panchsheel Park (Client Site of Wipro Technology) as a Helpdesk Coordinator from Feb’08-Jul’08**

**SCHOLASTICS PORTFOLIO**

**Masters in Business Administration** from MS University (India)

**Bachelors in Arts** from M.D. University (Psychology, Math, Hindi, English)

**Technical Qualifications:** MS Office; Basic Networking & MCP / MCSE

*IT Skills: Conversant with MS Office, Windows (XP, 2000 & 2003), Software Installation*

**PERSONAL SNIPPETS**

Date of Birth: 14th September, 1986

Permanent Address: 7/577, NetaJi Nagar, Gali No. 1, Line Par Bahadurgarh, Haryana, India

Languages Known: Hindi & English