**CURRICULAM VITAE**

**MAMATHA JAYANTH KADRI**

Doha, Qatar

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**PROFESSIONAL OBJECTIVE:** Analytical, dedicated, motivated and detail-oriented Administrative Coordinator, with an extremely strong work ethic and wide experience. Having gained valuable experience during my career so far, I am now looking for a new position offering opportunities for me to utilize my experience and develop my skills and enhance my future career prospects.

**EXPERIENCE/KNOWLEDGE:**

* Proven track record of accurately maintaining detailed records, generating reports, coordinating meetings, and multitasking within fast-paced atmospheres.
* Strong knowledge of administrative procedures, management methods, related techniques of department functions and activities
* Adept at managing and streamlining administrative processes to reduce errors, improve accuracy and efficiency, and achieve organizational objectives.
* Outstanding interpersonal, customer service, leadership, and organizational and office management skills
* Independent, focused with excellent computer skills and communication skills in both oral and written forms

**PROFESSIONAL EXPERIENCE:**

1. **Virtual Customer Support Associate: AMAZON Development Center India Pvt. Ltd, Mangalore - (Sept 2020 – Dec 2020):**

* Demonstrated conflict resolution, negotiation, and de-escalation skills
* Demonstrates ownership to resolve challenging customer issues, escalating when necessary
* Ability to determine and prioritize customer needs and provide appropriate solutions
* Effective problem-solving skills including decision making, time management and immediate prioritization of tasks as assigned
* Ability to approach problems logically and rationally
* **Administrative Coordinator: JABAL JA’ALAN TRADING & CONT. EST. OMAN  
  (April 2018 - Sep 2019):**
* Provide administrative support to the Operations Manager and oversee all administrative functions within the organization
* Act as a point of contact for vendors, subcontractors and various construction companies such as Gulfar, Readymix etc.
* Prepare quotations, purchase orders, service agreements and subcontracts.
* Ensure that the administration team follows company standards and guidelines for operational efficiency.
* Manage, coordinate and maintain calendar of appointments, records of communication (documents, mail) to meet the requirements of the department, to record, filter, disseminate and communicate all incoming and outgoing matters.
* Ability to manage multiple projects independently, and simultaneously.
* Evaluate current operations to identify and implement process improvements.

**3) Administrative Executive – SIMULATIONS CENTER (ACTSYEN), Yenepoya Medical College Hospital (University), Mangalore - (July 2017 – Feb 2018):   
*ACTSYEN (****Advanced Comprehensive Clinical Training and Simulation Center Yenepoya University) Mangalore, is a unique center and the largest state of the art simulation facility in the country with the current version simulators. Also, an International Training Center (ITC) accredited by American Heart Association (AHA) for CPR & ECC courses.*

* Provide high quality secretarial and administrative support to the ACTSYEN core team.
* Reporting directly to the Chief Coordinators of Simulation Lab.
* Act as first point of contact for course enquiries, redirecting to appropriate member of staff or faculty wherever appropriate.
* Worked autonomously, managing the day-to-day administration of the Centre.
* Assisted the team with organizing events, courses, workshops like CPR, ACLS, BLS, PALS, ECG and Airway workshops, ABOTT workshops etc.
* Prepare monthly reports, IQAC, UGC, NABH, NAAC reports, and other activities, events and other data as required.
* Recording and preparation of agenda and minutes of meetings (MOM).
* Coordinate with departments like PRO, Audio Visual, Accounts, Biomedical, Maintenance, Procurement, IT etc. for the smooth running of the day-to-day activities or during workshops and conferences.

**Achievements:**

* Participated as Faculty for ***“Critical care in Obstetrics Workshop”*** in the 1st YUVA KSOGA Conference 2017 (2nd September) held at Yenepoya University, Mangalore
* Participated as Facilitator for a course on **“*Health Care Simulation Week Program”*** (11th- 15th September 2017) at ACTSYEN, Yenepoya University, Mangalore
* Participated as Facilitator for a course on ***“Cardio Pulmonary Resuscitation & First Aid”*** (September 2017) at ACTSYEN, Yenepoya University, Mangalore
* Participated as Facilitator for workshop on ***“Airway Management”*** (October 2017)
* Participated as Facilitator for a workshop on **“*Basic & Advanced CPR Training – Adult*”** (November 2017) at ACTSYEN, Yenepoya University, Mangalore
* Participated as Facilitator for a workshop on **“*Basics of ECG Interpretation*” (**November 2017) at ACTSYEN, Yenepoya University, Mangalore
* Participated as Facilitator for a workshop on “Obstetrics Emergencies for ***Anesthetists & Focused Echo”*** (January 2018) at ACTSYEN, Yenepoya University, Mangalore

1. **ADMINSTRATIVE OFFICER (Hara Synosure Fitness Equipment Pvt Ltd)  
   (Sept 2013 TO April 2015):**

* Support the marketing and administrative functions.
* Conduct market analysis, observe, document relevant marketing trends, research on competitor’s activity.
* Identify potential markets, document existing market research and initiate new related market research.
* Provide administration support to marketing team and Head of Marketing;
* Counseling for walk-in domestic clients, follow up on corporate customers from Sales/Business Development;

**5) Senior Process Associate – Envoy Mortgage India (Jan 2013 – April 2013)**

**6) Data Entry - Free Lance Work (July 2010-2012)**

**7) Senior Billing Specialist – Diya Systems Ltd. Mangalore (May 2002 –Aug 2005)**

* Working as a Senior Billing Specialist leading a team of 15 members
* Coordinate work process and involve in taking decisions and make suggestions towards improving system tools and billing policies. This was achieved by having a close nit co-ordination with the Internet Property Manager and the Endurance Billing Manager.
* Responsible for training new Billing Specialists.
* Creating daily work schedule for billing team, maintaining quality, productivity and overall performance of the team & prepared reports to be submitted to senior management.
* Provide email and chat based back-end support with queries related to websites and all the features related to websites and also billing issues to a group of US based web hosting company.

**SKILLS:** Completed Diploma in Hardware and networking course & DCA (Diploma in Computer Applications).

**PERSONAL DATA**

**Date of Birth:** October 23rd, 1980

**Nationality:** Indian

**Passport No:** R2384876

**QID** 28035666267 (Husband Sponsored Visa)

**Marital Status:** Married

**Linguistic Ability:** English, Hindi, Kannada & Tulu.

**EDUCATION:** MBA from Sikkim Manipal University

MSc Mathematics (1 year)

BSC (PMCs) Graduate from St. Agnes College

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