

**ANISHA BANU M**

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**"Scaling new heights of success with hard work & dedication and leaving a mark of excellence on each step. Targeting career-enriched assignments as Administrative Assistant with an organization of high repute.”**

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| **KEY SKILLS**  **Strategic Planning**  **Administration Operations**  **Administrative and Clerical Support**  **Files Management**  **Spreadsheets Preparation**  **HR Management**  **Customer Service**  **Telephone Inquiries**  **Travel Management**  **Process Improvement**  **Team Management**  **Leadership Acumen**  **Communication Skills** |  | **PROFILE SUMMARY**   * **Expertise** in overcoming complex business challenges and making high-stakes decisions using experience-backed judgment; strong work ethic and impeccable integrity; proven aptitude to understand and lead administration operations to set objectives. * **Valuable experience** in strategizing, directing, and executing large administration operations. Stellar reputation in employing vision, intelligence, intensity, and high standards to move the business forward and create value. * Exposure to advanced, diversified and administrative duties like typing, printing, translation, presentations, reports, phone calls, minutes of meetings, and calendars management while maintaining utmost discretion. Proficient in imaging and maintaining documents with attention to detail and the highest standards of confidentiality. |

**WORK EXPERIENCE**

**Jul 2021 – May 2023: 247 Hire Private Limited as Hr Associate**

* Provided information by answering communications; referred special communications to the appropriate person. Obtained and oriented temporary help by forwarding requirements and criteria to temporary services and providing information and directions.
* Successfully sourced for US clients on different industries-oriented jobs such as IT, Finance, Banking, Automation, Manufacturing, Mortgage, Real Estate, Entertainment, Marketing, Advertising, and Pharma.
* Maintained human resources records by maintaining applications, résumés, and applicant logs.
* Verified candidates' backgrounds by contacting references.
* Enrolled new employees by issuing forms and applications; verified completion.
* Maintained manager and employee confidence by keeping human resources information confidential.
* Updated job knowledge by participating in educational opportunities; reading technical publications.
* Accomplished human resources and organization mission by completing related results as needed.

**Oct 2019 – Jul 2021: HDFC Bank as Customer Service Representative**

* Served customers by providing product and service information and resolved product and service problems.
* Attracted potential customers by answering product and service questions and suggesting information about other services.
* Maintained customer records by updating account information.
* Resolved product or service problems by clarifying the customer’s complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution.
* Recommended potential services to management by collecting customer information and analysing customer needs.

**ACHIEVEMENTS & AWARDS**

* Attained certificate for Playing Zonal and District Level in Basket Ball.
* Got a certificate for completion of Prathmic and Madhyama Exams in First Class.

**PROJECTS**

* The Impact of Digitization and Internet in Higher Education.
* This Paper Presented an International Conference to grow the quality of education in society.

**EDUCATION CREDENTIALS**

* BCA/Computer Application from Bharathidasan University in 2019 with 70%.
* HSC from Holy Cross Girls' Higher Secondary School in 2016 with 74%.
* SSLC from Holy Cross Girls' Higher Secondary School in 2016 with 92%.

**TECHNICAL SKILL-SET**

* Familiar with the MS Office and Windows
* English Typewriting (Lower)
* Programming in C
* Technical Source

**PERSONAL DETAILS**

**Date of Birth**: 28th May 1998 | **Nationality**: Indian | **Language Known**: English, Tamil and Hindi