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Sheena Panicker

SUMMARY:

An executive assistant with years of professional experience with the ability to provide accuracy, manage multiple priorities and achieve results. Possess refined planning and organizational skills that balance work, team support and responsibilities in a timely and professional manner.

Proactive, “take-charge” professional with years of success providing administrative support to senior managers. Work effectively in a fast-paced environment, prioritizing tasks and meeting deadlines. Excellent interpersonal skills, initiative, attention to detail, and follow-through skills.

Superior attention to detail, calm under pressure, proactive and confident. Outstanding ability to develop and maintain constructive and cooperative working relationships with individuals at all levels of the organization.

EXPERIENCE PROFILE**Present Job Profile – Executive Assistant**

Organization: **Macquarie Capital (I) Private Limited (EA to Head of India infrastructure business)**

Period: April 2018 till date

Job Profile

- Managing administrative tasks including office management, vendor management etc
- Managing day-to-day activities in coordination with internal departments & globally for ensuring smooth business operations.
- Providing administrative and clerical support to departments, scheduling meetings and arranging conference rooms for video conference, conference calls and zoom calls.
- Arranging calendar and travel management for the team.
- Arrange calls between client and team, interacting both written and telephonic.
- Arrange trips for team from visa processing, booking tickets, car arrangement, meeting scheduling, accommodation etc.
- Updating expense processing system for credit card receipts and various vendor invoices
- Assisting the finance team and coordinating with clients and bank for smooth functioning of the payment run and maintain a highly organised filing system.
- Preparing documents for finance team for change in signatory, updating KYC, USD payments etc.
- Compile and coordinate timesheets for the team.
- Manage the workflow with all departments HR, IT, Admin etc
- Work with a global team across multiple time zones.

Previous job-profile...

Organization: **Macquarie Capital (I) Private Limited**

Period: December 2007 till December 2012

Job Profile

- Reporting to the Managing Director Head Real Estate, India and Directors of ECM and FIG – Multiple reporting to Investment Banking team comprising of 11 personnel.
- Coordinate meetings for senior management team
- Assisting new joiners and getting them acquainted with office procedures
- Maintaining the daily calendar for the Managing Director and Senior VP.
- Calendaring, managing travel, logistics and other admin duties. Working laterally with Assistants of senior managers in India & other international offices across time zones.
- Arranging travel related activities e.g. visas, domestic and international hotel reservation, foreign exchange etc.
- Arrange logistics for other office employees when they come to India. Handling Invoices of amex and other payment related issues for the team
- Keep personal and Outlook calendar & contacts updated for in-house meetings, field visits and trip schedules for both domestic and international travel.
- Arrange roadshows for clients
- Organizing overseas and local travel arrangements for individuals associated with our office in India and abroad including hotel accommodations and tour programs
- Organizing local and overseas travel arrangements, including passports, visas, foreign exchange, pickup from airport and hotel confirmations
- Helped to set up administrative, purchase and travel processes right from initial set up period for the fund team
- Maintaining petty cash and regular interaction with Accounts for bill payments/internal cash requirements
- Providing administrative assistance to the team members
- Negotiating rates with vendors/banquet halls
- Maintaining personnel records including leave attendance
- Co-ordination and smooth communication with other departments
- Filing papers – All important and general correspondence documents.
- Maintaining Visiting Cards Folders, Telephone Diary, Appointment Diary, Board Room Bookings.
- Keeping track of the appointments/meetings, attending visitors.
- Submitting travels for business purpose for approval to the Head Office and making travel and hotel arrangements for the Country Head, Directors, Vice President and Associates.
- Settling travel claims and other business-related expenses of the team with Accounts Department by submitting claims and follow-up within the stipulated period.
- Liaising with other Executive Assistants in Macquarie offices around the world for making arrangements of the respective country heads for their stay in India

- and scheduling their meetings.
- Making vendor payments by processing invoices of vendors
- Arranged roadshows for clients

Previous job-profile...

Organization: **R K Swamy BBDO Advertising Private Limited**

Period: February 2001 till November 2007

This is one of the leading advertising agency ranked consistently among the top ten of India.

Job Profile

- Interaction with the client, understanding their needs.
- Operational support for the Account Planning & Management team
- Responsible for the recovery of dues, Keeping track on dues of the client.
- Coordination with the Clients Marketing team for events & promotions.
- Making appointments, general correspondence and filing
- Assistant the GM & Client Servicing Director. Composed sensitive and confidential correspondence
- Answering phones, screening calls, writing letters, filing and organization.
- Worked with all members of both Finance and Marketing to ensure organizational flow
- Secretarial and administrative support to the GM, Client Servicing Director and 12 staff members working in the group
- Duties include customer service in a fast-paced environment
- Duties included travel arrangements, presentations, correspondence and reporting. Microsoft PowerPoint presentations for board meetings/clients
- Arranged major conference for clients including audio visual needs.
- Maintains office filing and information-handling systems, screens phone calls, handles all letter, email and memo writing for the GM and Client Servicing Director.
- Manage all clerical and administrative processes; travel arrangements; purchase office supplies and computer equipment; faxing, copying, expense reporting, filing and other clerical tasks

Responsibilities...

- Interaction with the client at local level.
- Formulating outdoor media plan for new campaign.
- Business Development, client servicing.
- Interaction with the corporate / clients
- Responsibilities for achieving targets and collection of payments.
- Interaction & co-ordination with the operation department.
- Daily reporting to the Client Servicing Director

SKILLS: FUNCTIONAL

Working with a advertising agency helped me to build myself in the field of:

- Resourcing potential of the clients.
- Ability to convince & build a long lasting relationship with clients.
- Client interaction, understanding the requirements of clients & handling them accordingly.

SKILLS: GENERIC

- A team player with excellent communication skill.
- Ability to work under pressure & meet dead lines.
- Good explaining ability & understanding.

AWARDS

- Achieved cash prize for special contribution and performance.

Organization: **Cox & Kings (Private) Limited**

Period: October 2000 to February 2001

A reputed Traveling Company

Job Profile:

- Handle general and legal correspondence with Clients as instructed by Company Lawyers and Seniors.
- Maintain inward and outward registers and handle despatches.
- Make necessary inquiries on the complaints raised by the Clients.
- Office management like procure stationery, handle petty cash.
- Handle customer complaints (Customer Redressal) on all India basis.
- Making presentations, draft letters, coordinating booking and Travel related activities.
- Handle routine legal matters including Agreements, disputes related to Ad-Releases etc.
- Composed correspondence using Microsoft Word, PowerPoint, spreadsheets on Microsoft Excel

- Duties included answering phones and helping clients, operating various computer systems, typing, filing, bookkeeping duties, making appointments, updating spreadsheets for clients
- Administered all aspects of the Senior Vice President's office; maintained strict confidentiality

Responsibilities...

- Operations and backup maintenance of office related packages including
- Coordinate and schedule meetings, assisting in day to day activities.
- Daily reporting to the Vice President – Legal

Previous job profile...

Organization: **Exemplar Engineering Pvt. Ltd.**

Period: May 1995 to September 2000

Job Profile:

- Handle correspondence with buyers and mills (suppliers) on email and fax.
- Search new and potential buyers by surfing, taking feedbacks.
- Prepare Order Confirmations, Invoices, handle correspondence with buyers through email and fax.
- Collect necessary feedback from clients, required for despatch and give clearance for despatch to Works.
- Reply to customer query, send offer letters, inform clients despatch details.
- General office administration, maintain Stock Registers, reply to customer query.
- Coordinate with the factory to execute orders on time, documentation – Supporting sales.
- Stock taking of all branches offices on all India basis.
- Operations and backup maintenance of office related computer packages including Internet and e-mail.
- Coordinate and interact with customers, ensure after sales services.
- Handle independent correspondence effectively with customers. Routine office management.

- Provided administrative and secretarial support; composed correspondence, composed monthly employee recognition notices; assisted with preparation of presentation materials and manuals; handled facility arrangements for sales and planning meetings; secured travel and hotel accommodations.
- Daily reporting to the General Manager - Sales

COMPUTER LITERACY

Operating system: MS Dos, Windows 95, 98, Millennium.
Application Packages: MS office (MS Word, MS Excel, Ms PowerPoint).

EDUCATIONAL QUALIFICATION

- Post Graduate Diploma in Business Management from **Welingkar Institute of Management, Mumbai**
- Post Graduate Diploma in Personnel Management from **Welingkar Institute of Management, Mumbai**
- Bachelor of Arts (Economics) from **Kelkar College, Mumbai**

PERSONAL DETAILS

Address: 504, Babas Apartment, B Wing, Navpada, Kurla West, Mumbai 400070
Contact Number 98202 58022,
Date of birth: 23rd June, 1972.
E-mail ID: sheena_raj1@rediffmail.com
Marital status: Married
Nationality: Indian.
Languages Known: English, Hindi, Marathi and Malayalam
Hobbies: Travelling, Listening to music, reading, Internet Surfing.