



Bindu Menon

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Delhi, DL 110092

PROFESSIONAL SUMMARY

Versatile Professional offering 10+ years of experience in efficient front desk management. Successful at prioritizing tasks, maintaining organization and optimizing workflow. Accustomed to balancing high-volume inquiries with administrative needs for all staff. Administrative professional possessing strong desire to learn and grow professionally. Proficient in MS Office.

SKILLS

- Filing and data archiving
- Business writing
- 35 WPM typing speed
- QuickBooks expert
- Travel Administration
- Multi-Line Phone Proficiency
- Strong Interpersonal Skills
- Schedule & calendar planning
- Conference planning
- Office management
- Travel accommodations
- Administrative support
- Travel coordination
- Scheduling

WORK HISTORY

EXECUTIVE ASSISTANT

07/2015 to CURRENT

The Millennium School | Noida, Uttar Pradesh

- Allocated executive tasks and managed complex calendars and administrative functions.
- Contributed to smooth business operations by planning and organizing meetings and conferences, including conference calls.
- Promoted team productivity by keeping supplies organized and well-stocked.
- Coordinated domestic and international travel arrangements, including booking airfare, hotel and ground transportation.
- Distributed company-wide announcements, booked conference rooms and coordinated catering for annual staff development forum.
- Updated executives on changing business needs by thoroughly documenting internal and client meetings.
- Responded to emails and other correspondence to facilitate communication and enhance business processes.
- Organized envelopes, postage and mail correspondence for staff and management, maintaining postage meter and coordinating with delivery and courier services.

- Transcribed minutes of meetings and executed meetings and events for company to support sales, business development and senior management teams.
- Prepared presentations, materials and documentation for use for various meetings and engagements.
- Acted as point of contact for research and information gathering for all executive managers.
- Assisted with team building initiatives and overall support for maintenance of organizational culture and employee morale.
- Kept physical files and digitized records organized for easy updating and retrieval by authorized team members.
- Offered assistance, collaboration and clerical support to auditors throughout entire review process.
- Managed travel itineraries and logistics for accommodations as and when required for employees.
- Managed administrative functions, including complex calendar management with focus on proper allocation of executive availability.
- Organized weekly staff meetings and logged minutes for corporate records.
- Welcomed office visitors warmly and alerted staff to arrivals of scheduled appointments. Looks admissions also by convincing the parents best way
- Sorted and distributed office mail and recorded incoming shipments for corporate records.
- Monitored premises, screened visitors, updated logs and issued passes to maintain security.
- Performed general office duties, including answering multi-line phone system, routing calls, delivering messages to staff and greeting visitors.
- Maintained complex digital filing system for financial information.
- Prepared packages for shipment, pickup and courier services for prompt delivery to customers.
- Interacted with vendors, contractors and professional services personnel to receive orders, direct activities and communicate instructions.

SENIOR FRONT OFFICE EXECUTIVE

07/2007 to 07/2015

Educomp Solutions Ltd | Gurgaon, Haryana

- Delivered top-notch administrative support to office staff, promoting excellence in office operations.
- Assisted with event planning, including associated travel and logistical arrangements.
- Drafted professional memos, letters and marketing copy to support business objectives and growth.
- Established administrative work procedures to track staff's daily tasks.

- Continually sought methods for improving daily operations, communications with clients, recordkeeping and data entry for increased efficiency.
- Answered and managed incoming and outgoing calls while recording accurate messages for distribution to office staff.
- Prepared packages for shipment, pickup and courier services for prompt delivery to customers.
- Provided clerical support to employees by copying, faxing and filing documents.
- Found new sources for office supplies and closely monitored inventory use to cut co
- Answered telephone calls to field inquiries from clients, vendors and various other callers seeking information.
- Created and maintained detailed administrative processes and procedures to drive efficiency and accuracy.
- Opened and properly distributed incoming mail to promote quicker response to client inquiries.
- Built and maintained excellent customer relationships through timely response to inquiries and going above and beyond to accommodate unusual requests.
- Transferred and directed phone calls, guests and mail to correct staff members.
- Provided administrative services, including phone and email correspondence, making copies and handling incoming and outgoing mail and faxes.
- Answered multi-line phone system by and transferred callers to appropriate department or staff member.
- Managed office inventory by restocking supplies and placing purchase orders to maintain adequate stock levels.
- Supported company leaders by managing budgets, scheduling appointments and organizing itinerary.
- Recorded new hires, transfers, terminations, changes in job classifications and merit increases to main human resources files.
- Answered questions and addressed, resolved or escalated issues to management personnel to satisfy customers.
- Received and routed business correspondence to correct departments and staff members.
- Maintained clean reception area to promote positive, professional environment for all stakeholders and clients.
- Assisted coworkers and staff members with special tasks on daily basis.
- Communicated with customers via phone and email to confirm deliveries and respond to inquiries.

Ambience Leasing Ltd. | Delhi, New Delhi

- Directed incoming calls to internal personnel and departments, routing to best-qualified department.
- Collected, sorted, distributed and sent mail and packages.
- Maintained building security by monitoring logbook and issuing visitor badges.
- Provided clerical support to employees by copying, faxing and filing documents.
- Answered telephone calls to field inquiries from clients, vendors and various other callers seeking information.
- Corresponded with clients through email, telephone or postal mail.
- Operated multi-line telephone system to independently handle calls each day.
- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
- Coordinated travel accommodations for staff and out-of-town visitors, including vouchers, agendas and transportation.
- Aggregated and prepared documentation and reports for office meetings, distribution and filing.
- Resolved customer problems and complaints.
- Kept reception area clean and neat to give visitors positive first impression.
- Routed incoming mail and messages to relevant personnel without delay.
- Welcomed all customers with friendly greeting, answered general questions, gathered nature of visit and directed to specific offices.

RECEPTIONIST

01/2002 to 12/2002

Khurana & Khurana Co. | Delhi, New Delhi

- Directed incoming calls to internal personnel and departments, routing to best-qualified department.
- Corresponded with clients through email, telephone or postal mail.
- Scheduled and confirmed appointments and meetings
- Coordinated travel accommodations for staff and out-of-town visitors, including vouchers, agendas and transportation.
- Monitored premises, screened visitors, updated logs and issued passes to maintain security.
- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
- Aggregated and prepared documentation and reports for office meetings, distribution and filing.
- Answered incoming calls daily to resolve and issues and schedule appointments.
- Kept reception area clean and neat to give visitors positive first impression.

EDUCATION

- Supported various administrative duties by proofreading, transcribing and invoicing.
- Welcomed all customers with friendly greeting, answered general questions, gathered nature of visit and directed to specific offices.

Bachelor of Arts

08/2003

Alpha Institute of Management & Technology Science, Bangalore

High School Diploma

Kerala School, Delhi

DANCE

Trained Bharatanatyam Dancer under Guru Balakrishna Marar. Performed various dance programs.

DOB

10.07.79