

**ANISHA FERNANDES**

Date:

Dear Sir/ Ma'am,

Please find enclosed my detailed C.V, which I am forwarding to you for your kind perusal and consideration as an application for the suitable position in your esteemed organization

I am looking forward for a challenging as well as long-term association with your esteemed and professionally managed organization.

I understand that working for your organization requires a candidate who is team oriented and is able to deal with people in various departments. I am confident that I possess these skills, which will help me to perform the job efficiently and effectively.

My goal is to transit my enthusiasm & productivity in a position, where I continue to provide the quality output critical to organizational growth. I am certain that my presence in your Team will prove to be beneficial to your organization. As such, I would welcome an opportunity to speak with you to evaluate your needs & share my ideas.

Thanking you

Place:

Sincerely,

**ANISHA FERNANDES**



## **Anisha Fernandes**

**Email id:** [jacinthaanisha@gmail.com](mailto:jacinthaanisha@gmail.com)

**Mobile:** +919664909915

### **CAREER OBJECTIVE**

To excel and advance in my career graph utilizing the knowledge, skill and experience acquired during my education and professional assignments in such a way that my employer and myself shall be benefited. My goal is to transit my enthusiasm & productivity in a position, where I continue to provide the quality output critical to organizational growth.

### **CORE COMPETENCIES**

| Sales | Customer Services | Team Management | Negotiation | B2B | B2C | Expansion | Networking Skills | SLA | Presentation Skills | Sales Funnel | Training&Development | Database Management | Planning | Research | Employee Engagement | Recruitment | Fleet Management | Event Management |

### **PROFESSIONAL SYNOPSIS**

#### **Advansity Tech**

**November 2016 -At Present**

**Head of HR, Sales & Customer Service - International**

#### **Job responsibilities:**

- Responsible for Meetings & to launch New Office, Product & Business Expansions(e.g. Eatmins)
- Rectifying data errors & quality for Healthcare- CGx, Supplements, Vitamins, Pain Gels & Braces
- Responsibilities also include to Train, Develop & Lead a Team of 30+ Sr. Executives and T.L's
- Escalation for Technical Support, Sales, through Medical Surveys, Records, Assessments.
- Monitoring Calls, Interviewing prospective candidates & training the team with Insights, Mocks
- Assisting the management for ↑ Bottom line plan, strategies to re-define the process
- Generating new leads and Revenue generation of >\$3million (USD) p.m. per team.
- High volume data processing, delegating data, follow-ups & reporting with documented sales
- Research & generate leads through references & close it with Online payments/Bank transfers
- Quoting the end-price for the products & services given to International customers
- Responsible for daily, monthly target sales & up-beat with International news
- Being the SPOC for Co-ordination with Teams- USA & India and Building rapport with customers in USA, Australia, UK & Canada updating the same in ERP on closure.

## **TATA INSTITUTE OF SOCIAL SCIENCES**

**Soft Skills Consultant & Trainer**

**Since November 2017**

Functional English	Business Communication	Presentation Skills	HR Skills
Communication Skills	Business Writing	Telephone Skills	EA Skills
Personal Grooming	Interpersonal Skills	Product Trainer	Customer Service Skills
Microsoft Office / SaaS	Interview Skills	Service Trainer	Sales Skills
Office Management	Personality Development	Marketing Skills	Digital Marketing Skills

## **Extinct Fire Engineers Pvt Ltd**

**April 2015 till October 2016**

**Executive Assistant to Managing Director / Marketing Executive**

### **Responsibilities as Marketing Executive**

- Assist the Sales Manager for Strategic 5year plan, supervise teams of 10+, delegate work, manage database, responsible for calendar management for the generated leads.
- RFQ/RFP, Follow up for BOQ, PO, attend meetings with clients MIDC's in PAN India, On Telecom to Middle East, Egypt & West Africa (EPC, PMC, BMS, Utility, Developers, Realtors, Architects, Contractors) for Introductions, Presentations, Techno-Commercial Meetings & Closures.
- Site Visits for Ground Realities for on-site projects includes Amazon, Ferring etc
- Research & Contributing Project Value (P.V) of >\$10million within 3months of operations for DSITC, new verticals added in Government, Entertainment Industry.
- Research & Conducting AMC/Fire Audit P.V >\$1million for Pharma Industry.
- OJT's, IJP's, Inductions, Process trainings with behavioral training, translate requirements in trainings, adhere to policies & implement new/ad-hocs initiatives, strategies & conflict management.
- S/W of ERP & Kanbanchi as well as Gantt chart for tracking reports of existing clients
- Prepare daily, weekly, monthly & quarterly reports, co-ordinate between Marketing, Estimation, Technical, AMC Departments & Check Newspapers, 300+ PSU sites.

### **Responsibilities as Executive Assistant to Managing Director**

- SPOC to Assist the MD, Director & Sr Managers 100+ with internal and external co-ordination.
- Content Development in various projects PAN India & International for Website.
- Organizing and maintaining filing systems for hard and soft copies of confidential data.
- SLA, Proofread, Drafting letters for Legal matters and Project agreements.
- 25+ Project co-ordination & arranging Travel requirements for the MD and Senior Management
- Initiate PO's and Monitor purchases and expenses for the office of merchandises.
- Headhunting and Handled recruitment drives for 200+ candidates in a day.
- Assets/Portfolio/Conflict Management, Vendor Registration & New Vendor Development
- Support the execution of employee engagement activity, wellness and vitality programs.

**Villeroy & Boch Sales India Pvt Ltd****October 2013 to March 2014 (Contractual)****Executive Secretary to Country Manager, Director, C.O.O****Job responsibilities:**

- Usage of VOIP for International employees and Clients.
- Taking care of Expenses, ticketing, Visa, Hotel & Car booking for Country Manager, C.O.O
- Draft business correspondence, corporate gifting & co-ordinate with the Dealers.
- Maintaining important documents, Sales reports & records in a proper and organized manner.
- Tasks related to Secretarial/Front-desk/HR/Sales/Finance/Operations report to COO
- Onboarding and End of Service for Top Level Management.

**From April 2010 to Sept 2013 – Started my career with National (NEMD) Events as  
Executive Assistant handling secretarial, HR and Marketing roles**

**ACADEMIC QUALIFICATIONS**

<b>M.COM (Business Management- HR &amp; Marketing)</b>	IDOL	University of Mumbai	2016	66%
<b>T.Y.BMS (HR, Marketing &amp; Retail Management)</b>	Cosmopolitan's Valia College	University of Mumbai	2013	78.08%

**ADDITIONAL SKILLS**

- Hands on Real Estate Portals-99acres, Housing, Prop Tiger & site visits/mapping to Developers
- Trained on Software such as ERP & Kanbanchi in year 2015 to present
- Trained on Job Portals: Naukri, Monster & HR Recruitments with 200calls per day in year 2014
- MS-CIT Certified in the year 2008
- EMCEE & Soft Skills Trainer to Corporate & Community events

**ACHIEVEMENTS**

- Certificate of Appreciations/Emails from the MNC Companies- Top Level Management, MNC Clients & Colleagues from the Organizations, for official purpose.
- Emcee for Corporate Event includes Conferences and Rewards & Recognitions for the entire day and appreciated by the Top Level Management for splendid event.
- Certified on a National Level as a volunteer for children of distinct age groups, from National Domestic Workers Movement- visit of Princess Mathilde & Prince Philip of Belgium, England.
- Blogger, Facebook Page, Your Quote Baba for self-written original write-ups on Vskills & ERA Magazine since 2013 onwards.

**PERSONAL DETAILS**

- Marital Status : Single
- Address : Andheri West, Mumbai, India
- Contact Details : +919664909915
- Languages known : English, Konkani, Marathi & Hindi

**Ready to relocate and Available to join immediately**