



SMITHA AMIN

CUSTOMER SERVICE | OFFICE ADMINISTRATION | RECRUITMENT

Highly proficient office administrator with professional experience in administrative work and routine operations to create office environments conducive to optimal workflow. To strive for excellence, to work in such an environment that will enhance my knowledge and career, where I can perform my management skills according to my strong caliber and efficiency.

📞 0971503517626

📍 Dubai, UAE

✉️ smitha142603@gmail.com

EDUCATION

Bachelor of Commerce

Clara's College of Commerce - Mumbai, 2004.

HSC

K V M Junior College - Mumbai, 2001

SSLC

N D B High School - Mumbai, 1998

SOFTWARE APPLICATIONS

- MS Word
- MS Excel
- MS PowerPoint

INTERPERSONAL SKILLS

- Business Communication
- Relationship Building
- Time Management
- Conflict Resolution
- Quick Learner
- Team Building
- Leadership
- Flexibility

LANGUAGES

English
Hindi
Marathi
Tulu
Kannada



PERSONAL DETAILS

Date of Birth : 14th March 1982
Nationality : Indian
Visa Status : Residence Visa

HOBBIES



TECHNICAL SKILLS

MS Office: Pivot Table, V-lookup, H-lookup, Formulas
Operating System: JAVA, SAP, ECC & Windows
Communication: Helpdesk/ Support Desk

WORK EXPERIENCE

HYTECH GOODWILL HR SERVICES LLC

DESIGNATION: **HR EXECUTIVE** (APRIL 2019- March 2020)

- Work with company HR manager to strategically plan HR initiatives that will benefit the Company and encourage more efficient and beneficial work from employees.
- Calling clients and scheduling for meeting for company presentation and processing incoming email.
- Creating and distributing emails and documents to various departments.
- Providing customer service to organization employees.
- Serving as a point of contact between vendors and administrators.
- Maintaining computer system by updating and entering data.
- Setting interviews for recruitment of potential candidates from overseas.
- Arranging for visas and medical to be completed to recruited candidate.
- Discussing and preparing job offer letter's with parent company for selected candidates.
- Maintaining calendars of HR manager.

TATA CONSULTANCY SERVICES (TCS)

PROJECT: TCS ION DIGITAL SMB

DESIGNATION: **ADMIN COORDINATOR** (JAN 2017- JULY 2018)

- Maintains administrative workflow by studying methods; implementing cost reductions; developing reporting procedures.
- Creates and revises systems and procedures by analyzing operating practices; evaluating personnel and technological requirements; implementing changes.
- Develops administrative staff by providing information, educational opportunities, and coaching.
- Resolves administrative problems by analyzing information; identifying and communication solutions.
- Maintains rapport with customers, managers, and employees by arranging continuing contacts; researching and developing new services and methods; setting priorities; resolving problem situations.
- Maintains suggestion system by directing and controlling administrative technical aspects in accordance with management directives.
- Guides employee actions by researching, developing, writing, and updating administrative policies, procedures, methods, and guidelines; communicating developments to management.

CERTIFICATIONS

Lean Six Sigma (Green Belt) –
Tata Consultancy Services

Logistics & Shipping –
Tata Consultancy Service

AWARDS & RECOGNITIONS

**Performance Link Award
(Best Performer):**
May'2010, June'2010,
October '2012 & November'2012

Star Performer Award:
July '2016 Improvement Projects,
Additional Activities acceptance
(Includes the Green Audit)

WORK EXPERIENCE

TATA CONSULTANCY SERVICES (TCS)

PROJECT: DOW CHEMICAL'S PRIVATE LIMITED (DEC 2010-DEC 2016)

DESIGNATION: **ADMINISTRATOR CUM TRAVEL AUDITOR**

- Delegating tasks and ensuring that they are completed in accordance with existing policies and procedures.
- Handling basic office duties, such as answering and routing phones, responding to emails, maintaining employee, financial, and client records, and data entry and reporting and greeting and directing visitors to the appropriate parties.
- Answering questions and finding information for employees, vendors, clients, and lenders.
- Ensuring employee should hold CITI Bank corporate card for business travelling and Coordinating with CITI Bank for any card related issues.
- Reconciling the payments DOW employees need to pay CITI Bank.
- Auditing the travel reports as per policy submitted.
- Following separation process for an employee.

ADFC PVT LTD (HDFC BANK LTD)

PROJECT: HDFC BANK LTD (CREDIT CARDS DIVISION) (APRIL 2006-DEC 2010)

DESIGNATION: **INTERNAL AUDITOR & RECONCILER**

- Credit Cards Collections Support as Senior Officer in Debt Management (HDFC Bank Credit Cards division – Mumbai)
- Receipt Reconciliation – Auditing Soft file for receipts (Used, Cancelled, Unused, and Lost) as per format & norms of PAN India for every month.
- Transferring payment to right card no in case payment got credited to wrong card no. by collecting necessary documents from the customer.
- Making payment to card account after doing necessary checks by the way of receiving
- Tracking of receipts on weekly basis by way of publishing MIS as to the receipts not to being misused.
- All the activities of the agency are controlled, and necessary follow-ups done for maintaining cordial relationship between the bank and agency.
- Preparing soft file of cash deposited in Branch, by checking the receipts/amounts for card nos. and confirm posting.

TEXPORT SYNDICATE INDIA LTD

PROJECT: TEXPORT SYNDICATE INDIA LTD (JUN 2005 - APR 2006)

DESIGNATION: **PROCUREMENT COORDINATOR CUM DOCUMENT CONTROLLER**

- Preparing Purchase & Process order.
- Co-ordinating with Merchandisers for product quality.
- Preparing Invoice & Packing List.
- Preparing Costing Sheet for each product to analyze the costing.
- Export & Import shipments follow-ups with shipping lines.
- Payment co coordination with finance & vendors.

KAREER KRACKERS

PROJECT: SITEL INDIA & J P MORGAN (MAY 2004 - MAY 2005)

DESIGNATION: **RECRUITMENT ASSISTANT**

- Surfing from jobs ahead.com for better & suitable candidate as per requirement.
- Call up the candidate for an interview
- Keeping records for the entire interview completed
- Keeping records for training & joining date.