



# Vinod Kumar

## PROFESSIONAL SUMMARY

Successful at managing files, directing guests and restocking office supplies such as paper and snacks. Open and clear communicator with good planning skills, adaptable nature and analytical approach. Energetic, results-oriented team-player eager to bring strong administrative skills to growing company in need of top-level support. Motivated Administrative Assistant with exceptional customer service and engagement skills. Results-oriented professional with proven ability to anticipate needs, proactively address situations and mitigate conflicts. Professional demeanour and great initiative. Dependable self-starter seeking to leverage skilled background into Administrative Assistant role with dynamic organisation. Goal-driven Receptionist with extensive background managing busy reception areas and multi-line telephone systems. Security-conscious and astute in control of confidential documentation.

## WORK HISTORY

**Admin Assistant** 11/2018 to 09/2020

**Food & Beverage Incorporated DMCC** - Jumeirah Lake Towers, Dubai

- Provided comprehensive administrative and clerical support, including organizing files, creating spreadsheets and imaging documents.
- Executed on-time, under-budget projects by solving complex issues for senior leadership.
- Managed receptionist area, including greeting visitors and responding to telephone and in-person requests for information.
- Requisitioned office supplies, assisted in payroll, performed record-keeping and tracked timecards for all departmental office employees.
- Maintained detailed administrative and procedural processes to improve accuracy and efficiency.
- Managed clerical needs of company employees, including copying, faxing and file management.
- Supported organisational activities effectively by managing executive travel itineraries and organizing events.
- Answered inquiries concerning standardized policies, procedures and regulations.
- Generated shipment invoices, prepared packages and set up courier deliveries for customers.
- Received and screened high volume of internal and external communications, including email and mail.

**Administration**

08/2015 to 07/2018

**Namma Veedu Vasata Bhavan Hotels India Pvt Ltd** - Chennai, India

- Developed and implemented record management procedures.
- Managed clerical needs of company employees, including copying, faxing and file management.
- Helped senior clerical staff complete daily workloads.
- Answered inquiries concerning standardised policies, procedures regulations.
- Exceeded specific team goals by partnering with staff to share and implement best practices.
- Managed and controlled office supply inventory to ensure timely ordering or requisition of depleted or low-level stock.

## CONTACT

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## SKILLS

- Scheduling
- Managed office supplies.
- Organising packages
- Microsoft Office
- Cheque processing
- Legal administrative support
- Dedicated team player
- Phone call answering
- Detail-oriented
- External communications
- Resolving errors
- Human Resources Management (HRM)
- Report analysis
- File and data retrieval systems
- Invoicing and billing
- Supervising clerical personnel
- Travel administration
- Meeting planning
- Coordinating programme activities
- Record-keeping and bookkeeping
- Data organisation
- Document retrieval
- Credit checks
- Attendance records preparation

- Drafted meeting agendas supplied advance materials and executed follow-
- Coordinated itinerary and scheduled appointments with 100% accuracy.
- Executed on-time, under-budget projects by solving complex issues for senior leadership.
- Created databases and spreadsheets to improve inventory management and reporting accuracy.
- Supported CEO in managing operational workflow.
- Maintained detailed administrative and procedural processes to improve accuracy and efficiency.

**Billing Assistant**

05/2013 to 06/2015

**Theriveni Sands and Aggregates LLC** - Chennai, India

- Assisted management with implementing new accounting software program.
- Handled incoming company payments including card payments over the phone with exceptional accuracy.
- Managed billing reconciliations, resolving discrepancies swiftly and effectively
- Set up new client accounts, ensuring accuracy of information and secure, compliant storage of data.
- Executed billing tasks and recorded information in company databases.
- Collected data to complete detailed financial reports for stakeholders and management.
- Developed rapport with clients and vendors to cultivate loyalty and satisfaction.
- Monitored outstanding invoices and performed collections duties.
- Created improved filing system to maintain secure client data.

**Secretary to Sr. Manager Finance and Accounts**

08/2010 to 04/2013

**Vinayaka Missions University** - Chennai, India

- Implemented marketing strategies which resulted in 12% growth of customer base.
- Performed initial client assessment and analysis to begin research process.
- Assisted various business groups with document organisation and dissemination during acquisitions.
- Implemented new team on boarding programme, reducing training time from 4 weeks to 2.
- Supported Chief Operating Officer with daily operational functions.
- Monitored multiple databases to keep track of all company inventory.
- Researched and updated all required materials needed for firm and partners.
- Analysed departmental documents for appropriate distribution and filing.
- Initiated two key partnerships which resulted in 54% revenue growth.

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## EDUCATION

**Diploma of Higher Education:** Computer, 04/2010

**Indian Institute of Integrated Science and Techno** - Chennai