

Shivani Mishra

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SUMMARY

Highly organised Office Administrator and Office Manager with 5 years of experience in streamlining operations and improving office efficiency. Proven ability to handle multiple tasks effectively and support the HR department. I have worked closely with handling the recruitment process and leading the team.

EXPERIENCE

Platinex D&B Bathware India Pvt. Ltd.

Office Administrator

April 2023 - Present | Paschim Vihar, Delhi

Administrative Assistance

Handle calls, emails, and inquiries and direct them to the appropriate person or department.

Provide administrative support to various departments, assist in the preparation of presentations, reports, and other documents as needed

Creating and editing IDs, wishing cards, visiting cards, certificates, and letters. Access webmail for creating and removing email ids of staffs

Operations Support

Prepare and handle Closing sales schemes and take care of data of participants in the scheme.

Maintain data of dealers & distributors, master data, Plumbers data and follow up provided by sales teams.

Prepare and updated spreadsheets for weekly, monthly and quarterly updates to upper management

Assist in the implementation of operational policies and handle sensitive information in a confidential manner

Team Coordination

Communicating with the digital team for social media posts, products list and content for smooth functioning of the digital department.

Coordinate with the HR and Sales Team to achieve effective communication both internally and externally.

Oversee the sales executives by checking work location, manage reporting and communicate relevant information.

Calendar Management

Schedule appointments, Manage an events calendar, and send reminders and organise small office events.

Creating a list of month festivals, birthdays, anniversaries and social media calendar.

HR Coordinator

Assist with recruitment activities, including screening resumes and scheduling interviews.

Design job posts and shortlist resumes as per the organisation requirement. Post the jobs on different portal (Indeed, LinkedIn, Workindia etc)

Hands-on experience in virtual interviews on various platforms (Teams, Zoom, Google Meet, etc) and send the interview invite to candidate's.

Provide general administrative support to the HR department.

Elegant Audio and Video Solutions

Office Manager

March 2022 - March 2023 | Hari Nagar, Delhi

Social Media Handle

Design and implement social media strategy to align with business goals Generate, edit, publish, and share engaging content. Use basic media editing in photoshop, corel draw, other graphic apps or similar photo apps & video editing software.

Create fb ads, prepare newsletter, planned posts, audience selections. run promotions activity, festival greetings.

Design product mailers for promotions and Research competitive products.

Handle social media queries and follow-ups.

Operations support

Handle client enquiries & follow ups for demo products.

Manage and prioritise incoming emails in Outlook, responding promptly to inquiries and requests

Update reports related to sales funnel, inventory records, demo challans, type official letters, and prepare a list of new customers.

Oversee the shipments tracking and receive the packages and materials, and also dispatch material to the party.

HR Coordinator

Publish and remove job ads

Schedule job interviews and contact candidates as needed, Send interview invitations.

Screening and hiring the potential candidate from different job platforms (Indeed, LinkedIn, hirect etc).

Salary Negotiation & Providing offer letter to the candidate after verifying the documents.

Infrastructure Management

Assist in the maintenance and repair of office equipment, facilities, and infrastructure.

Collaborate with the IT department to address technical issues and ensure smooth functioning of office technology.

Swastik Polymers Pvt. Ltd. (Manbhawan Merchandise Pvt. Ltd.)

Front Desk Executive

July 2019 - January 2022 | Udyog Nagar, New Delhi

1. **Welcoming Visitors:** Greet and welcome visitors to the office with a friendly and professional manner. Attend their inquiries or direct them to the appropriate person.

2. **Answering Calls:** Handle incoming calls, answer general inquiries and provide information about the company's services. Be polite, patient, and knowledgeable in addressing callers' concerns.

3. **Managing Appointments:** Schedule appointments meetings for the management. Keep the calendar organised and inform relevant staff members of upcoming appointments.

4. **Data Entry:** Maintain a database of clients, leads, and their requirements for future reference and follow-ups. Manage phone book directory.

5. **Handling Email Communication:** Respond to email inquiries promptly and professionally. Ensure that all email correspondence reflects the company's values and provides comprehensive information to clients.

6. **Maintaining Office Cleanliness:** Maintain a clean and organised reception area, ensuring it reflects a professional image of the office.

7. **Office Operations** - Receive and send letters, courier packages deliveries and distribute the packages to the concerned person.

Manage filing, collect reports, mailing and perform office management tasks.

Manage back-end team support, entry sales bill and co-ordinate with the dispatch department.

Create pro-forma invoice and sample invoice.

Marking factory workers and employees' attendance.

Collect and filing sales daily visited reports.

Good experience in customs shipments and prepare documents (ex - DHL, Fedex and UPS)

EDUCATION

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| INSTITUTE OF MANAGEMENT TECHNOLOGY, GHAZIABAD PGDM with Specialization in Human Resources Management | 2023 |
| INDIRA GANDHI NATIONAL OPEN UNIVERSITY Masters in Political Science - 60% | 2018 |
| MAITREYI COLLEGE, DELHI UNIVERSITY Bachelor of Arts - First Division | 2015 |
| CBSE Board - Govt. Girls Sr. Sec. School 12th - 70% | 2012 |
| CBSE Board - Govt. Girls Sr. Sec. School 10th - 69% | 2010 |

ADDITIONAL INFORMATION

TECHNICAL SKILLS - Microsoft Office (Excel, PowerPoint, Outlook, OneNote, OneDrive, Teams) , Social Media Management (Facebook, Instagram, Twitter, Linked IN, Mailchimp, Canva and Pinterest) , Recruitment and Interviewing, Administrative Management

INTERPERSONAL SKILLS - Customer Handling, Team Work, Problem Solving skills, Multitasking skills

CERTIFICATIONS & TRAINING

DGA Institute - Tally ERP 9 software and basic accounting - Basic knowledge of billing and entries. August, 2018

GGGSS School - Embroidery and Yoga Attend summer vacations camp - 1st position achieved. May. 2008
Good with handmade crafts. Learn best practices of yoga.

ACHIEVEMENTS - Received award for Team Handling at D&B Bathware April. 2024

INTERESTS - 1. Art and handcrafts 2. Making chocolates 3. Creative writing and illustrator

LANGUAGES - English (Write and speak) , Hindi (Write and Speak)

PERSONAL DETAILS

DATE OF BIRTH - 30th June 1995

MARITAL STATUS - Single