### SONAL SUDAN

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WZ-62, Mukhram Park, Tilak Nagar

New Delhi, India

**OPERATIONS ADMINISTRATOR**

# **Professional Summary**

Resourceful and experienced Operations Administrator offering expertise in back office operations, records management, and interdepartmental coordination. Capable of handling multiple projects simultaneously with high degree of accuracy. Self-motivated work ethic with ability to perform effectively in independent or team environments.

# **SKILLS**

■ Verbal and Written Communication ■ MS Word, Excel

■ Monitoring and Evaluation ■ Multitasking

■ Documentation Review ■ Organizational and Time Management

■ Attention to Detail ■ Adaptability

# **Work history**

**Independent Contractor (Administrative and Accounting Services)** (Nov 2020 till date)

**COGO Assist**

* Manage the accounts payable function within the organization's established policies.
* Data management, Order Management, Coordination with Fulfillment hub regarding Inventory, logistics and shipping.
* Process high volume of vendor invoices, resolving invoice discrepancies, ensuring timely payments, matching invoices containing multiple lines.
* Daily Invoicing, Keying in Purchase orders, Replacement orders, Balance orders, Updating returns log, claims log and related bookkeeping duties.
* Providing online customer service by resolving customer inquiries in a professional manner, tracking orders and maintaining multiple tracking spreadsheets.

**Business Process Operations Administrator** (February – August 2020)

**Broadridge Canada**

* To extrapolate and input large quantities of data, alpha and numeric (in combination) from source materials.
* Evaluating the validity of the documents to be entered, recognizing and reporting any deficiencies to Client Managers.
* Quality control of information, auditing of output documentation, and comprehension and comparison to source materials.
* Assist Client Management to co-ordinate timely and accurate mailings related to the shareholder meetings.
* Conduct audit and reconciliation testing of proxy voting processes. Analyze and interpret proxy materials and voting results.

**Operations Analyst**

**The Wedding Hub** *(Family owned and operated business)*(July 2017 to Sep 2019)

* Managed administrative functions including Records maintenance, Stock & Inventory Management and Customer Services.

**Lead Analyst** (November 2015 to Feb 2017)

**American Express India Private Limited**

* Created Purchase requisitions in the system, i.e., Oracle/MILLI by verifying and inputting data received from Stakeholders.
* Managed a central reporting depository named “SharePoint” as the portal’s administrative head. Vendor addition/deletion into designated databases.
* Prepared and submitted budget utilization reports with leadership and Internal reporting groups.
* Liaison with A&P team, Marketing managers and service providers to ensure invoice payments are updated on regular basis.

**Disputes Analyst** (August 2013 to October 2015)

**American Express India Private Limited**

* Investigation of disputed card transactions by retrieving, collecting and scrutinizing the required information.
* Process adjustments to Cardholder and merchant accounts adhering to quality and compliance guidelines.
* Applications-Working on various Amex platforms like CARE, GLOBESTAR, GDM, CITRIX, CAS.
* Internal quality audits of the team members.

# **EDUCATION**

* **Bachelor of Commerce,** University of Delhi, 2010
* **Information Technology in Corporate Environment,** NIIT New Delhi, 2009