

HEMANG MISTRY

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Dedicated and focused office administrative that excels at prioritizing completing multiple tasks simultaneously, and following through to achieve goals. To maintain high volume of data, incoming calls while handling in-person inquiries from clients and colleagues. Flexible and hardworking with strong drive to succeed.

Areas of Strength

Documentation • Billing • Filing • Client Meeting & call • Inputs for payroll • Revenue Booking • Facility Management • Annual Maintenance Contracts • Meet clients deadline • Reports • Time Management • Asset Management • Customer Service

Skills

Creating & Monitoring Reports • Work under pressure • Time Management skills • excellent communication skills • Commitment and drive • Self-Starter • Organize and schedule meeting and calls • Develop and maintain filing system • Coordinating with team members and senior management • Oversee and supervise the work of junior staff • Reply to email and telephonic queries • Billing to different clients in different countries

FORMAL EDUCATION

Diploma in Business Management – 2010

London School of Management Science – Harrow, UK

Bachelor in Commerce – 2004

M S University – Vadodara, India

Higher Diploma in Software Engineering – 2001

Aptech Limited – Vadodara, India

JOB HISTORY

Proprietor - Business

General Store • 2019 to till date

Team Lead - Finance

Collabera Technologies Pvt Ltd • 2014 to 2018

- Building rapport with clients globally through maintain company standards.
- Set processes to tackle the challenges faced within the current working and bring out the best from each team member
- Supervise staff and develop strategy so that team can achieve goal.
- Coordinate for operations to secure efficiency and compliance to company policies.
- Communicate clear instructions to team members- with clarity on facts and figures.
- Listen to team members' feedback and assist them whenever necessary.
- Manage phones calls and correspondence with client (by emails, webex meeting, skype calls)
- Provide training that team members need
- Monitor team members' participation to ensure the training they are being provided is being put into use, and to see if any additional training is needed
- Manage the flow of day-to-day operations
- Create and submit timely reports and presentation to update the business on team's progress.
- Support for future revenue booking (Provision), internal and external audit etc.

Executive – Real Estate & Facility Management

MINACS (Alps Consulting) • 2014 to 2014

- Assist colleagues, vendor's staff and vendors whenever necessary.
- Supervise administrative staff such as Security guards, Housekeeping staff and Electricians and divide responsibilities to ensure performance.
- Process travel arrangements, travel reimbursements, appointments and agendas etc for the upper management and colleagues.
- Create & update records and databases with personal, financial and other data.
- Update stocks of office supplies and procure any items if required.

Senior Officer Administration

Pratham Enterprises • 2013 to 2014

- Supervision and Co-ordination of activities related to Administrative staff deployed at sites.
- Maintenance and procurement of infrastructure required.
- Attend phone calls and correspondence with vendors. (by phone, email, or letter)
- Process vendor's payment, travel arrangements, travel reimbursements, appointments and agendas etc for the upper management and colleagues
- Safety & Security measures of assets (Fire mock drills, staff evacuation, etc)
- Stocks of office supplies and place orders whenever necessary.
- Prepare and submit reports and presentations as assigned.
- Facility management

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MIS Executive

Landmark Commercial Vehicles Pvt LTD. • 2012 to 2013

- Prepare reports and presenting same to higher management.
- Support in new branch openings.

Supervisor Retail Operative

Primark Store Ltd – UK • 2009 to 2012

- Ensure effective operation of the cash registers to minimize lines and ensure high levels of customer service.
- Direct the work flow of staff in designated departments in conjunction with the department manager to achieve goals focused on sales, customer service, and selling floor operating standards.
- Ensure all stock price reductions are executed on time.
- Be passionate about the importance of excellent customer service in Primark.
- Ensure that merchandise is presented at a high level at all times to maximize sales.
- Communicate with the management team daily on layout changes or moves within your department.
- Replenish stock to ensure sufficient levels in the department to deliver maximum sales performance
- Participate in the maintenance of the stockroom area as needed and work to maintain high standards at all times.
- Compile daily plan for lunches, breaks, registers and fitting room cover
- Participate with management team for overtime planning and reviewing staff hours.
- Ensure that standards are maintained throughout the day and recovery is completed daily
- Carry out stock take procedures in line with company policy

Credit Executive

ICICI Bank Ltd – India • 2005 to 2009

I was working with ICICI Bank Ltd. in Two Wheeler Department, handling MIS of Anand, Baroda and Bharuch, Looking overall Manpower Management, Company Policy, Planning according to Future requirement, Looking overall data management, MIS (Management Information System), Sending Reports to ACM, RCM, ZCM, ASM & RSM, Maintaining all the data of CPA, Customers etc., Making Credit Appraisal Memo, Looking for Post Disbursal Documents i.e. RC Book/HP Certificate, Invoice and Insurance, Collection, Updating and Sending to Operations for Upload, Making Pendency Reports as per requirement of Higher Authority and Looking for PF withdrawal forms of all executive in Anand, Baroda and Bharuch

PROFESSIONAL TRAINING

Communication & Personality Development

LANGUAGES

Multilingual fluency in English, Hindi, & Gujarati

COMPUTER SKILL

Microsoft Office (Word, Excel, PowerPoint, Outlook) & Windows