

Shruti Wakpaijan

MIS EXECUTIVE / EA to MD - NitikaPharmaceutical Specialties Pvt. Ltd

Nagpur, Maharashtra

shrutiwakpaijan7_7d7@indeedemail.com

+91 90967 57451

Possess 10 years of experience in Customer support / relationship, data management and administration field. Skilled in responding to customers. Performing office support duties with knowledge of administrative, assist to management and systems such as Microsoft and ERP.

- Capacity to build and maintain good relationship with customer
- Time management and Proactive Approach
- Prompt reporting and reply to mails
- Verbal and written Communication
- Ability to handle multiple tasks
- Data Management & analysis skills
- Initiative & self motivated
- Administrative and organizational skills

Work Experience

MIS EXECUTIVE / EA to MD

NitikaPharmaceutical Specialties Pvt. Ltd

February 2015 to Present

Job Description:

- Responsible for preparation & maintenance of the MIS reports on daily, weekly, & monthly metrics
- Coordinate with different teams to ensure timely flow of MIS
- Assisted on various reports and provided Analytical solution and remedial action based on scenario.
- Undertake mailings and communication as directed by the Managing Director
- Plan official tours of Managing Director with travelling, accommodations & meetings with clients
- Monitored tasks delegated by management from industrial visits, internal meetings (Monthly and weekly reviews) with given deadlines.
- Handle personal & official documents, billing, transport and records related to Managing Director
- Work flow by GM level monitoring behalf of Managing Director

HR-ADMIN EXECUTIVE

Fire Arcor Infrastructure Pvt. Ltd

November 2013 to February 2015

Job Description:

- Prepared the monthly attendance sheet
- Calculated salary and incentives of Group D employees
- Submitted confirmed CVs & Scheduled interviews with shortlisted candidates
- Managed events related to organizational promotions
- Responsible for transport, shuttle services, couriers, guest list, PF documents & employee records

- Conducted orientation trainings to inform new hires about company policies and procedures
- Attended miscellaneous office operational needs
- Arranged site visits for customer & coordinated with client relationship managers
- Maintained bill payments managing all documents Agreements and courier services
- Responsible for maintenance related work of corporate office.

CUSTOMER CARE OFFICER

Bajaj Capital Insurance & Broking Pvt. Ltd

July 2011 to November 2013

Job Description:

- Handled Team of Customer Care Executives
- Responsible for daily, weekly & monthly targets for venue invitations
- Provided information of new services & benefits to customers
- Coordinated for all promotional activities related to data source with sampling team
- Maintained all data with MS-Excel & ERP.
- Generated venue & mobile venue for suitable locations
- Managed back office working process from data collection to venue generation

RELATIONSHIP OFFICER

Bharatmatrimony Pvt. Ltd

April 2009 to July 2011

Job Description:

- Worked on new profile data for registration & correction
- Communicated with profile owners for their query related to other profiles
- Updated information & prepared profile list according to requirements
- Provided online 'advance search' & 'filter option' to all profiles
- Conveyed profiles for paid registration of portal services like member's contact number or communication source
- Upgraded the services for member's convenience
- Co-ordinate with members for customization in their current services
- Served related data suitable for member's requirement from another profile
- Offered information & benefits to member for 'Elite' & 'Privileged' portal services
- Conveyed interests to matching profile on behalf of high profile owner
- Achieved all zonal & daily targets which is related to direct marketing through profile registration

Education

BSC in life science

IGNOU - Nagpur, Maharashtra

2017 to 2018

SSC

S.C.S.Girls High School Nagpur - Nagpur, Maharashtra

2005

MBA

Pandav College - Nagpur, Maharashtra

Skills / IT Skills

- Microsoft office, tally, outlook, interney (10+ years)
- Communication skills
- Microsoft Excel
- Microsoft Office
- Analysis skills