

SONALI D NAIK

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Career Objective

To grow in a progressive organization where the blend of my 12+ years of experience and enhanced skills can help in achieving the goals of the company. I would like to exploit my potential and sense of obligation for the benefit of the organization.

Qualitative experience in:

- Team Management
- Problem Solving
- MIS Reporting
- Recruiting
- Calendar Management
- Email Management
- Research

Virtual Assistant – Virtual Office (Management for Life)

June 19 – Till Date

Virtual Office can help you with any administrative tasks that you may have. Whether you or your company needs someone to manage emails, create articles or website content, website development or management, research-based reporting, graphic designing and manage social media on a regular basis or if you are just looking for information on certain topics, need your thesis proofread, or need your files organized

Work Profile at Virtual Office

- Email management
- File Management
- Calendar Management
- Recruiting MDs
- Research
- Reporting

Freelancer/Virtual Assistant – Wishup

June 18 –April 19

Wishup is a startup providing virtual assistants as per client needs.

Work Profile at Wishup –

- Doing adhoc tasks as per client requests
- Writing Blogs for Co working
- Creating excel reports
- Research
- Lead Generation

Freelancer/Virtual Assistant – Familyhotels.co.in**May-17 –July 17**

Familyhotels.co.in is a website created for online booking of hotels resorts and bungalows in India.

Work Profile at Familyhotels.co.in –

- Call and email on Daily basis clients- to get SOLD OUT dates and Tariff Updates from the respective Hotel Managers/owners/
- As per dates/tariffs received from the client update the same on the website
- Search new clients online and send them an introductory mail and follow-up for registering on the portal

Freelancer/Virtual Assistant - Redquanta**Feb-17 –Apr 17**

RedQuanta is leading Mystery Shopping specialist. RedQuanta focuses on customer experience based research & analysis. Mystery Shopping forms the core of RedQuanta's approach.

Work Profile at RedQuanta –

- Identify & call shoppers that fit the clients specifications & assign them audits.
- Explain audit guidelines to shoppers & ensure they know what they have to do for each project.
- Ensure that audits are completed as planned and within the clients specified timelines.
- Call prospective shoppers & ensure they understand mystery shopping & join RedQuanta.

Freelancer/Virtual Assistant - Precisco HR Solutions**May-12-April-13 & Jan-16 –Aug-16**

Precisco HR Solutions is an initiative from few seasoned HR professionals with over a decade of expertise in the field of Talent Acquisition. The company is into Recruitment & Staffing business, online job business and BPO business. We understand industry needs and deliver solutions that leverage the process knowledge through quality and prompt service.

Work Profile at Precisco -

- Extensive background scrutiny in staff recruitment.
- Excellent written and oral communication.
- Screening CVs through various job portals.
- Follow ups with candidates

STERIA LTD. PUNE - Executive Officer**July-10-Feb-12**

STERIA LTD. is an European based company with global reach, that has been in business for over 40 years with reputation of delivering lasting success and value for clients, as a trusted business partner. Steria delivers IT enabled business services which help organisations operate more efficiently and profitably which builds client trust to meet their challenges with unbeatable value and client focus.

Work Profile at Steria Ltd -

- Allocation & accounting of cash receipt to respective cost centers in SAP
- Timely generation of MIS reports from SAP on daily & monthly basis & highlighting any abnormal trends.
- Ensuring minimum unallocated cash with clients.
- Handling Credit note/ AP Refund cases.
- Registering & resolving client queries on priority.
- Monthly presentation on Account performance.

Maersk Global Service Centre Pune – Team Lead**Oct-02-Jan-07**

A.P. Moller - Maersk is an integrated container logistics company working to connect and simplify its customers' supply chains. As the global leader in shipping services, the company operates in 130 countries and employs roughly 76,000 people. Maersk Global Services Centre (India) Private Limited was founded in 2003 and is a part of AP Moller – Maersk group. The company's line of business includes providing computer processing and data preparation services.

Work Profile at Maersk GSC -

- Preparing and analyzing Daily/Weekly/Monthly/MIS Reports and some adhoc reports required by management using Business Objects
- Acting as a Helpdesk for all Ecommerce problems.
- Testing of EDI data flow in and out of the core system and identifying problems in testing environment to avoid them in production.
- System Improvement
- Training and development of new executives.

Gati Ltd – Pune Customer Service Executive**Oct-01-Oct-02**

Gati, founded in 1989, is India's pioneer in Express Distribution and Supply Chain Solutions, with a strong presence in Asia Pacific region and SAARC countries, along with an extensive network across India providing timely deliveries to 19,000 pincodes, covering 672 out of 676 districts in India.

Work Profile at Gati Ltd -

- Timely handling & resolving of customer complaints/queries.
- Follow & alerting other branches in case of shortage of consignment received.
- Daily & Monthly report generation for management information.

Achievements:

- Exposure to overseas Maersk Office at London for developing MIS reports.
- Promoted to Executive Officer within 8 months of joining.
- Awarded Monthly Incentives for best performances.

Personal

Marital Status : Married

Country of Residence: India

Academics

BCom-'99 : First Division, Pune University