

ANKITA SINGH

CONTACT

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SKILLS

- MS Office
- Inbound Phone Call Handling
- Office management
- Mail handling
- Administrative support
- Office administration
- Staff Management
- Expense reporting
- Sorting and labeling
- Booking travel
- Bookkeeping

PROFESSIONAL SUMMARY

Personable Office Administrator with 5+ years of experience prioritizing multiple tasks requiring prompt solutions. Talented problem-solver adept at managing workloads while greeting visitors, answering incoming phone calls and fulfilling staff members' requests. Professional and welcoming in creating upbeat workplace environment.

WORK HISTORY

Office Administrator, 02/2015 to Current

Trinity Multistate Co-operative Credit Society Ltd - Lucknow, India

- Delivered clerical support by efficiently handling wide range of routine and special requirements.
- Supported logistics for programs, meetings and events, including room reservations, agenda preparation and calendar maintenance.
- Assisted upper management by coordinating travel plans, coordinating special event and taking meeting minutes.
- Tracked and recorded expenses and reconciled accounts to maintain accurate, current and compliant financial records.
- Coordinated communications, financial processing, registration, recordkeeping and other administrative functions.
- Maintained **Number**% accuracy while updating databases with **Type** data and verifying **Type** changes.
- Assisted in training temporary employees for special projects, ensuring readiness, service quality and efficiency.
- Produced high-quality documents, spreadsheets and presentations for internal and customer-facing needs using MS Office suite.
- Transcribed meeting minutes for recordkeeping and submitted to senior management.
- Aligned office departments and increased inter-department communication and data sharing by implementing new workflows.
- Interacted with customers professionally by phone, email or in-person to provide information and directed to desired staff members.
- Reported on daily office activities to help managers stay on top of dynamic conditions and make proactive decisions.
- Worked with upper management to complete complex projects on tight budgets within specific timelines.
- Performed general office duties, including answering multi-line phone system, routing calls, delivering messages to staff and greeting visitors.
- Evaluated office documentation to check accuracy and complete missing pieces, avoiding delays and maximizing team productivity.
- Kept physical files and digitized records organized for easy updating and retrieval by authorized team members.
- Trained new employees on administrative procedures, company policies and

performance standards.

EDUCATION

B.Tech : Mechanical Engineering, 05/2014

Institute of Technology And Management - Gorakhpur