



NEERAJA PRAKASAN

Office Administration Specialist

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Goal-oriented individual with 1.5 years of experience, backed by a pleasant personality and a tenacity that knows no restrictions; multitasking professional with a talent to cover Front-Desk Operations / Office Administration / Accounting sector; seeking a suitable opportunity to contribute

PROFILE SNAPSHOT

- Committed to work closely with guests, employees, and other staffs in order to consistently provide the best front-desk environment
- Proficient in quality control, customer outreach, client relationship management, correct information sharing, billing practices, digital records and systems, and office administration
- Resourceful problem solver able to identify needs and present effective solutions, while exercising a proactive approach in addressing conflicts before they spiral out of control, thus ensuring low to non-existent record of grievances
- Adept in call/incident closures, handling customer calls/complaints by tracking the systems, ensuring timely resolution of every escalation/call with different verticals, and ensuring accurate data entry, file management, and documentation
- Sharp, driven, and accomplished professional with expertise in managing accounting, financial reporting, analysis, budgeting/forecasting, and cash management processes and development
- Able to oversee complex calendar management, travel arrangement, meeting/conference organization, executing attendance generation operations, and managing facilities like transportation, catering services, and lodging
- Skilled in conducting office activities to ensure compliance with company policies, supervise administrative staff, divide responsibilities, and manage resolution of queries, and develop office budgets, thus ensuring smooth functioning
- An excellent communicator with strong inter-personal, analytical, and problem solving skills, always aiming to establish quality standards that would be a benchmark for the rest



PROFESSIONAL FORTE

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|-------------------------------------|----------------------------------|-------------------------------------|
| • Front Office Management | • Billing & Invoicing | • Cash Handling |
| • Telephonic Etiquettes | • Escalation Management | • Office Administration |
| • Correspondence & Clerical Support | • Stakeholder Communication | • Correspondence & Clerical Support |
| • Vendor and Supplier Relations | • Superior Organizational Skills | |
| | • General Accounting | |

CAREER HISTORY

Devassa Inn, Kerala, India | Office Assistant

Nov 2018 – Mar 2020

Key Performance Area

- Maintained a complex calendar comprising multiple monthly events and senior leadership award programs
- Scheduled board and foundation meetings during each quarter and aligned press conferences for results announcement
- Managed 50+ emails and incoming calls daily from the management executives and board members

- Executed a combination of routine and varying administrative functions to implement the office's administrative programs, policies, and procedures
- Coordinated the activities of various departments concerned with advisory, confidentiality, consulting, back-end website management, online promotions, ticket sales, press releases, advertisements, distribution of publication, and managing logistics for the designated
- Performed extensive activities in administration, accounts payable, accounts receivable, collections, financial reporting, and auditing
- Maintained exclusive control over calendars, meetings, and appointments, while ensuring that the details are briefed before scheduled meetings
- Kept the Manager abreast of future deliverables, deadlines, and key calendar dates
- Followed up with the Manager's DRs and team of Senior Leaders on their deliverables and presentations, with weekly review of deadlines and accurate transformation of information on client escalations
- Set up, organized, and managed events, roundtables conferences, and workshops for senior management across cities and industries single-handedly

EDUCATIONAL CREDENTIALS

- **Professional Diploma in Indian and Foreign Accounting** | International Association of Book-keepers
- **Graduation in English Language & Literature** | University of Calicut
- **Higher Secondary in Commerce** | Government of Kerala

COMPUTER PROFICIENCY

- PDIFS
- SAP
- Tally ERP 9
- QuickBooks
- Peachtree
- MS Office (Word, Excel, and PowerPoint)
- Advance Excel

PERSONAL SNIPPET

- **Date of Birth:** 8th April 1998
- **Linguistic Skills:** English, Hindi, and Malayalam
- **Address:** Al Mira Tower, Al Majaz1, Sharjah, UAE
- **Visa Status:** Family Visa