

Akhil Tomy

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Objective

Accomplished Administrative Assistant with a proven track record at the Government of Kerala, enhancing office efficiency and streamlining operations. Expert in database management and fostering professional relationships, significantly improving document processing speed and team productivity. Demonstrates exceptional attention to detail and a commitment to maintaining confidentiality, contributing to a positive and efficient work environment.

Professional Experience**Administrative Assistant**

Government of Kerala

December 2012 - Present

- Managed attendance records to ensure accuracy and compliance.
- Handled Accounts Payable and Receivable, including financial transactions, invoice processing, and account reconciliation.
- Assisted in employee training and development, enhancing team performance and onboarding processes.
- Audited medical bills to ensure regulatory compliance and accuracy.
- Identified and addressed operational inefficiencies, leading to improved performance.
- Created and managed spreadsheets for data analysis, maintaining data integrity.
- Performed office administration duties, including supply management and organization.
- Coordinated team-building activities to foster collaboration and morale.
- Conducted account reconciliations to resolve discrepancies in financial documents.
- Provided legal administrative support, including document processing and filing.
- Managed incoming and outgoing correspondence, ensuring timely distribution.
- Trained and supervised administrative staff, increasing productivity.
- Converted documents to various formats as required by departments.
- Provided technical support for office equipment and software issues.
- Managed multi-line telephone systems for efficient communication.
- Maintained and controlled documents, ensuring accessibility and organization.
- Drafted and prepared letters, memos, and other correspondence.
- Established and maintained filing systems for efficient records management.
- Assisted in contract negotiations, ensuring favourable terms for the organization.
- Scheduled meetings, prepared venues, and organized necessary amenities.
- Processed invoices, ensuring timely payments and accurate accounting.
- Assisted in project management, organizing and executing departmental projects.
- Maintained and updated databases, ensuring data accuracy.
- Developed reports for management analysis and decision-making.

- Provided comprehensive administrative support to enhance office operations.
- Assisted in payroll processing and budget management.

Sales Representative

Ace Motors, Kanhangad, Kerala

March 2012 - November 2012

- Maintained accurate records of sales activities, client interactions, and forecasts.
- Collaborated with marketing, customer service, and product development teams.
- Followed up with clients post-sale to ensure satisfaction and encourage repeat business.
- Participated in training sessions to stay updated on products and sales techniques.
- Standardized purchase order processing, improving organizational efficiency.

Customer Service Representative

My Kalyan, Kanhangad

June 2011 - December 2011

- Documented customer interactions, transactions, and feedback accurately.
- Conducted follow-up communications to ensure issue resolution and customer satisfaction.
- Collected customer feedback to help improve products and services.
- Collaborated with sales, technical support, and management teams.
- Participated in ongoing training to enhance product knowledge and customer service skills.
- Adhered to company policies and data privacy regulations.
- Assisted with up selling and cross-selling products to customers.

Skills & Abilities

- **Technical Skills:** Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Google Workspace (Docs, Sheets, Drive, Calendar), Database Management (e.g., CRM software), Scheduling Software (e.g., Calendly, Microsoft Teams), Email Management Tools.
- **Data Management:** Data entry and management, file management, and document control.
- **Time Management:** Ability to prioritize tasks effectively.
- **Project Coordination:** Experience in planning and executing projects.
- **Communication:** Strong written and verbal communication skills.
- **Team Collaboration:** Proven ability to work well with teams and support collaborative efforts.
- **Problem Solving:** Ability to identify issues and implement effective solutions.
- **Customer Service:** Experienced in customer support and service, ensuring client satisfaction.