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<b>Visa Status</b>	Visit Visa
<b>visa validity</b>	10 March 2024
<b>Notice period</b>	<b>Immediately available</b>
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## Career Objective

Dedicated professional with 11 years of experience in industry, seeking to leverage expertise. Motivated professional with a passion for Administrator Executive and a strong background of my skills. Seeking a dynamic role to contribute my expertise, foster growth, and achieve both personal and organizational objectives.

**Total Work Experience:** 11 Years

## Work Experience

### **Novo Nordisk Pakistan, Karachi**

Executive Assistant of Business Unit Director & Office Manager/ Secretary

**(Nov, 2018 – Notice Period)**

#### **Executive Assistant Responsibilities**

- 🕒 **Calendar Management** – Manage calendar of Director for schedule appointments, and coordinate for internal and external meetings. This includes preparing reports, presentations, and materials pertinent to strategic organizational initiatives and business support functions.
- 📅 Manage the daily schedule of the department and manager required information/documentation for meetings/appointments, by coordinating with sources within and outside the Department.
- 📧 Efficiently manage the Business Support Director's schedule, correspondence, and travel arrangements. This responsibility involves handling sensitive information with the utmost discretion and professionalism.
- 📋 Prepare expense claims and timesheets on monthly basis in software. And assist with project management and ensure deadlines are met.
- 🗨 Communicate and coordinate with senior management and departments on all inquiries concerning administrative work.
- 📊 **Meeting Support** – Taking minutes and distributing meeting materials. Following up on action items and tracking progress. Monthly townhall agenda & Meeting invitation management
- 👤 Serve as a primary point of contact for the Business Support department, ensuring effective communication between the Business Support Director and other stakeholders within and outside the organization.

#### **Administrative Coordinator Responsibilities**

- 📅 Manage the daily schedule of the Departmental Head/Manager and furnish required information/documentation for meetings/appointments, by coordinating with sources within and outside the Department, co-ordinate travel and accommodation arrangements.
- 💰 Provide administrative and coordination support to generate purchase orders (PO) and manage the invoicing process, and work closely with finance to ensure timely processing of supplier payments.
- 🗨 Communicate and coordinate with senior management and departments on all inquiries concerning administrative work.
- ✉ Screen incoming mails and telephone calls, action responses, re-direct correspondence and collate to the appropriate person obtaining additional information where necessary.
- 💵 Providing general administrative support to department members such as petty cash, office supplies management, travel arrangements, and other ad hoc tasks.
- 👤 Assist with all internal and external HR-related inquiries or requests.
- 📊 Assist to the teams strategic planning activities. This includes preparing reports, presentations, and materials pertinent to strategic organizational initiatives and business support functions
- 📧 Efficiently manage the Business Support Director's schedule, correspondence, and travel arrangements. This responsibility involves handling sensitive information with the utmost discretion and professionalism.
- 📦 Track and maintain supply of all office stationery and pantry items and places orders with suppliers accordingly.

### **Client of Novo Nordisk Pakistan, Karachi**

Team Lead at HR First (Pvt) LTD

**(Jun, 2011 – Nov, 2018)**

- 📞 Monitoring inbound and outbound call volumes and adjusting staffing levels as needed.
- 🗨 Conducting regular team meetings to discuss performance, goals, and challenges.
- 📺 Reviewing call recordings and providing feedback for performance improvement, Assisting team members with difficult calls or complex inquiries.

- Ensuring that team members adhere to call handling procedures and scripts.
- Handling administrative tasks, such as scheduling breaks and assigning work shifts, Tracking individual and team performance metrics, such as average handle time and first call resolution.
- Conducting one-on-one coaching sessions with team members to address performance issues or development needs.
- Continuously seeking opportunities for process improvement and efficiency gains within the call center.
- Handling administrative tasks related to team management, such as payroll approval and leave management.
- Acting as a liaison between upper management and frontline staff to convey feedback and address issues.
- Ensuring that team members are equipped with the necessary tools and resources to perform their job effectively.
- Monitoring industry trends and customer feedback to identify opportunities for service enhancements.
- Facilitating team-building activities and events to foster a positive work culture.
- Collaborating with other departments to streamline processes and improve cross-functional communication.
- Celebrating team achievements and recognizing individual contributions to success.

## Aqsa Dyestuff Industries Pakistan, Karachi

(Feb, 2011 – May, 2011)

Account Assistant

- Processing employee expense reimbursements. And processing invoices and expense reports.
- Managing petty cash transactions and reconciliations.
- Verifying accuracy of vendor invoices and resolving discrepancies. And communicating with vendors and clients regarding payment issues.
- Maintaining organized and up-to-date filing systems for financial documents.
- Assisting with cash management activities, such as deposits and withdrawals, Monitoring and tracking expenses against budget allocations.
- Assisting in the preparation of financial forecasts and budgets, and assisting with payroll processing.
- Supporting the implementation of accounting policies and procedures. And Handling inquiries and requests from internal and external stakeholders.
- Conducting periodic inventory audits and reconciliations, Providing support during financial audits by external auditors, and assisting in the documentation and maintenance of internal controls.
- Assisting in the preparation of financial presentations for management or stakeholders.

## CERTIFICATION & ACHIEVEMENTS

- NOVO Nordisk Pakistan – Recognized & awarded for the Successful execution of the National Sales Conferences for the past 3 years.
- Awarded "Employee of the month" due to consistently delivering outstanding performance.
- Successful Integration of Helpline ERP System for Effective Patients Management

## SKILLS & EXPERTIES

### PROFESSIONAL SKILLS:

- Microsoft Excel (Reporting, V-Look-up, Sum-if, Pivot Table etc. Create daily reports for management and team members.
- Proficiency in using Microsoft Office Suite (Teams, Word, Excel, PowerPoint)
- Excellent organizational and time management skills, with the ability to prioritize tasks and meet deadlines.
- Multitasking, Solution Oriented and fast learner.
- Strong attention to detail and accuracy in data entry, document management, and record keeping.
- Proficient in using calendar management tools such as Microsoft Outlook.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Self-motivated and proactive, with the ability to work independently and as part of a team.

## ACADEMIC QUALIFICATION

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|---|------|
| ● M.COM, Shah Abdul University Khairpur         | 2012 |
| ● BA Graduation, Shah Abdul University Khairpur | 2010 |

## LINGUISTIC ABILITY

- Sindhi (Mother Tongue)
- Urdu
- Punjabi (Basic)
- English (Excellent reading & writing skills)