



MADHU KANNAN

ADMINISTRATIVE OFFICER

Personal Profile

+917550099789

smadhukannan@gmail.com

Links

[LinkedIn](#)

Skills

Customer Service

Commercial Awareness

Effective Time Management

Organizing And Prioritizing

Interpersonal

Collaboration

Problem solving

Computer Proficiency

Hobbies

- Travelling
- Go Walking I Cycling
- Playing Team Sports
- Learning a new Language

Languages

Tamil

English

Hindi

Professional Summary

Dedicative and detail-oriented administrative professional with 9+years of experience in managing office operations, streamlining processes, and providing exceptional support to top management executives. Proficient in handling multiple task simultaneously while maintaining a high level of accuracy and confidentiality. Experience stepping into roles and quickly making positive changes to drive company success.

Customer-focused driven with 3 years of experience in ability to resolve complex clerical problems and utilizing effective communication skills to ensure customer satisfaction. Adept at fostering positive relationships and aim to always deliver a positive experience through High-quality customer service.

Employment History

Senior Associate Admin, KnowledgeWorks Global India Ltd(KGL) , Chennai,Tamilnadu, India

09/2022 - 04/2023

- Executive support to VP, with respect end to end Travel/Raising expenses, attending to their request.
- Manage over all office operations, Leading and supervising, administrative staff,providing guidance and ensuring the team productivity.
- Liason with vendors, including Landlord on regular maintenance/repairs/renovation improvements when required.
- Assigned company events planning, support and coordination. Organise meetings/Conferences for the different teams.
- Handle pettycash, and ensure that all the disbursement are supported by appropriate documentations and approvals.
- Process and tracking ,settlement of claims by verifying policy coverage and reviewing documentation of claims and Assessing claims Validity.
- Provide budget and forecast reports when required, and preparing forward looking opex and capex budgets.
- Organize and book international, domestic travel arrangements including flights,accomadation, ground transportation, and other necessary logistics.
- Maintain accurate documentation, include asset records, warranties, renewal, and service agreements.
- Issuance and logistics management of all IT equipments & Laptops, Desktops(new issuance and coordinate with trouble shooting).
- Monitoring compliance with audit findings, ensuring corrective actions are implemented,and tracking progress on audit-related recommendations.
- Coordinate with HR team and stakeholders, involve CSR activities, organizing volunteer programs.

Facility Officer, Yes Bank Ltd , Chennai, Tamilnadu, India

11/2019 - 08/2020

- Primarily responsible for managing the regional head quarter office & Chennai zonal branches office day-to-day operations of the Facility function, ensuring efficient and timely support to operations with an uptime of 99.9%.
- Optimizing space utilization within the bank facilities, and planning layouts, and responsible for branch relocation, expansion.
- Timely closure of all the facilities tickets raised via different ticketing tools.
- Supervising Multi-disciplinary teams of staff including cleaning, maintenance, grounds and security.
- Manage cost efficiency, Execution of all support services within the specified budget, work towards a predetermined saving annually (budget vs actuals).
- Managing vendors, identifying, evaluating, selecting, and monitoring their performance, ensuring they meet SLAs and quality standard.

- Manage transportation schedules for employee to and from various locations.
- Asset protection, Carryout specific testing of all equipment/machines with help of AMC and necessary preventive maintenance.
- Manage end-to-end purchasing process including requisition, Sourcing, Obtain quotes, negotiating, pricing, terms, create PO and ensure timely delivery.
- Overseeing cafeteria daily operations, managing inventory, and ensuring food safety standards.
- Maintain,sharing Data/MIS like provision, cost trackers, budget vs actual sheets.

**Senior Executive Admin,
India Infoline Finance Ltd
Chennai, Tamilnadu, India**

11/2018 - 09/2019

- Administrative support for various IIFL group companies (Equity, Housing finance, Gold loan) to ensure all the branch offices smooth functioning and implementing efficient workflows.
- Responsible for office shifting, new branch office setup successful establishment and operational readiness.
- Serve as a point of contact for regulatory agencies, handle inspections and address any compliance relates issues.
- Assist in financial task such as expense tracking, invoice process, and petty cash management
- Conducts periodic audits to track asset location, condition, and quantity.
- Assign the IT assets (Tablet, Laptops, Mobile), and sim cards to the on board employees and track the movement.
- Handle scrap management, overseeing the collection, sorting, recycling/disposal of scrap in an environmentally responsible manner.

**Member of Admin Support Staff,
STPI (Employer-Randstad India Pvt Ltd) , Chennai , Tamil Nadu, India**

03/2014 - 11/2017

- Process and recommend approval for Export oriented units(EoU) registration, renewal, de-bonding of goods and premises etc.
- Process and recommend approval for bulk SOFTEX forms.
- Participating IT/ITES industries meeting with RBI officials conducted by STPI.
- Mans the front desk, receives and escorts visitors ,and coordinate the mails/deliveries/calls/company's generic email accounts & assist all general clerical works.

**Senior Executive Admin-HR Generalist,
Videocon telecommunications Ltd, Coimbatore, Tamilnadu, India**

10/2009 - 07/2011

- Perform office based administrative duties for Regional office, guest house to ensure cleanliness and identify maintenance needs.
- Coordinate, Schedule R&M work (electrical, plumbing, carpentry etc..) with external contractors/vendors and ensure the work done to satisfaction.
- Responsible for all Regional HR functions, including staff's attendance, benefits, recruitment, records, and document management.
- Supports sales & marketing initiatives on Ad-hoc basics or when required.
- Manage vendors, outlet stocks, sales orders and invoice processing.
- Oversee the planning and execution of special event, meetings, conferences.

Customer Service & Support

- Professionally handle high volume of enquiries from customers and clients.
- Deliver excellent customer service and manage the needs of our customers through our communication channels (Drop-Box, email, live chat, phone).
- Work with materials/products planning on capacity or output adjustment to fulfill customers demand.

- Take ownership of issues and concerns of customers, including operational issues, pricing/invoice queries etc.
- Ability to interact with customers, company sales/services to handle variety of pre-sales and post-sales service functions.
- Working on feedbacks and provide professional support to ensure customer satisfaction.

Team support Admin, Reliance communications Ltd, Trichy, Tamilnadu, India

12/2007 - 09/2009

- Responsible for administrative duties to Zonal, cluster office, telecom outlets & Regional Network(O&M team) offices.
- Coordinate office supplies and equipment, monitoring inventory levels and placing orders when necessary.
- Review and process all the vendor bills including business events, employee travel, medical and reimbursement claims.
- Perform additional duties as assigned by reporting manager.

Customer Service & support

- Develops organization-wide initiatives to proactively inform and educate customers on company's product, service offering and capabilities.
- Attend enquiries, emails and correspondence from the customers, stake holders, and provide personalized services in a timely, efficient and professional manner.

Relationship Manager & BDE, Indiabulls Ltd, Chennai, Tamilnadu, India

04/2006 - 11/2007

Relationship Manager :

- Building and maintaining strong relationship with clients.
- Would be responsible for acquisition and servicing of clients.
- Servicing the clients via wide range of financial services & products.
- Communicating investment strategies and recommendations to client effectively.
- Monitoring and evaluating the performance of clients investment Portfolios.

Business Development Executive :

- Research and identify new business opportunities.
- Develop and execute strategies to attract new clients.
- Provide regular reports and updates on sales activities and achievements.

Education

Bachelor's Degree , NMS SVN College, Madurai, Tamilnadu, India

06/1997 - 04/2000

- Accountancy & Commerce

Courses

Web Programme with JAVA, SSI Education

03/2001 - 06/2001