

# NISHI K

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(Residence visa)

## SUMMARY\*

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Seasoned Administrative Assistant with over 4 years of experience in providing efficient office support and managing administrative tasks. Looking to leverage my expertise in office management, scheduling, and customer service in a dynamic office environment.

### TECHNICAL SKILLS:

- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and Google Workspace (Docs, Sheets, Slides, Gmail, Calendar)
- Skilled in email management using Microsoft Outlook and Gmail
- Experienced with video conferencing tools like Zoom, Microsoft Teams, and Google Meet.
- Knowledgeable in database management using Microsoft Access and Salesforce.
- Competent in document management systems such as SharePoint, Google Drive, and Dropbox.
- Adept at scheduling and calendar management with Microsoft Outlook Calendar and Google Calendar.
- Familiar with basic accounting software like QuickBooks and Tally.
- Proficient in using office equipment (printers, copiers, scanners, fax machines).
- Strong internet research skills.
- Accurate and efficient data entry skills.
- Knowledge of CRM software like Salesforce and HubSpot.
- Basic IT troubleshooting skills.
- Skilled in presentation software such as Microsoft PowerPoint and Google Slides.
- Basic understanding of social media management tools and platforms.

## PROFESSIONAL EXPERIENCE

### ANASHWARA INTERIOR

CALICUT, KERALA /INDIA

#### *Administrative Assistant*

*(Experience certificate not available due to company policy)*

*Jan 2012 – Oct 2013*

As an Administrative Assistant at ANASHWARA INTERIOR, I played an integral role in keeping the office running smoothly. My key accomplishments and impact included:

- Streamlined office operations by implementing digital filing systems, resulting in a 30% increase in document retrieval speed and a 60% reduction in paper usage.
- Managed complex calendars and scheduling needs for executives, ensuring timely and efficient coordination of meetings and events.
- Coordinated travel arrangement Manager, including booking flights, accommodations, and ground transportation, while consistently staying under budget.
- Acted as the point of contact for clients and vendors, maintaining positive relationships while handling inquiries and managing requests in a timely and professional manner.
- Conducted research and prepared reports on a variety of topics, including employee satisfaction and client feedback, providing valuable insights to the management team.

Overall, I was able to improve office efficiency and support the success of the company through my attention to detail, strong organizational skills, and proactive approach to problem-solving.

As an Assistant Branch Manager of ICL Fincorp Ltd, I made a significant impact by streamlining operations and delivering exceptional customer service. I introduced new technologies that helped automate processes, which resulted in more accurate data, shorter turnaround times, and reduced errors. I also implemented new training programs that improved the team's performance and productivity. Additionally, I focused on building strong relationships with clients by providing personalized financial solutions that helped them achieve their goals. My efforts contributed to significant revenue growth, increased customer satisfaction, and a more efficient and effective branch overall.

**Carrier Achievement**

- Successfully led a team as a Junior Officer and consistently exceeded targets, resulting in promotion to Assistant Branch Manager within two years.
- Achieved the branch's highest performance in 2017, by implementing a new marketing campaign that attracted new clients and upsold current customers, resulting in a 100% quarter-on-quarter increase in revenue.
- Contributed to the team's success by collaborating with colleagues to optimize sales processes, achieving each product target every month and raising branch revenue by 80%.
- Played an instrumental role in increasing the customer base by 60%, by providing high-quality financial advice and personalized solutions to help clients achieve their financial goals.

**ARTHA skills Solutions Pvt. Ltd**  
*Office Administrator*

**CALICUT, KERALA /INDIA**  
*June 2015 – Feb 2016*

As an Office Administrative Assistant at ARTHA Skills Solutions, I played a vital role in supporting the company's day-to-day operations. My key accomplishments and impact included:

- Streamlined office procedures, reducing turnaround time for client requests by 30% and improving office efficiency.
- Managed executive and stakeholder calendars, coordinating meetings and ensuring timely communication with clients, ultimately leading to improved relationships and increased revenue.
- Conducted data entry, record keeping, and file management, consistently maintaining accurate and updated documents.
- Proactively managed office inventory, consistently ensuring adequate stock levels and preventing inventory shortages.
- Assisted in the preparation of financial reports and presentations, effectively utilizing Excel and PowerPoint to enhance data visualization and presentation quality.
- Communicated with clients and stakeholders, effectively responding to inquiries and concerns in a timely and professional manner, ultimately fostering positive business relationships.

**Ranjith Karthikeyan Associate**  
*Customer Plan Verification Coordinator*

**CALICUT, KERALA /INDIA**  
*May 2014 – May 2015*

- Evaluate, authorize, or recommend approval of commercial, real estate, or credit loans.
- Advise borrowers on financial status and methods of payments. Includes mortgage loan officers and agents, collection analysts, loan servicing officers, and loan underwriters.
- Prepare Month End Reports.
- Communicating with loan applicants and dealerships.

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## **EDUCATION & OTHER**

**KERALA UNIVERSITY**  
**MBA in Finance & Marketing**

**2010-2012**

**LANGUAGES:** English(fluent), Hindi (fluent), Malayalam (Native), Thamil(basic)

**CERTIFICATION:**

**Tally ERP 9 2024**

**Post Graduate Diploma in Computer Application (PGDCA) 2008-2009**

**Certificate in Word Processing and Data Entry operation (CWPDE) 2012**

**Higher Diploma in Cooperation and Business Management (HDC&BM)2009-2010**

**INTERESTS:** Travelling, Social network browsing, Reading contemporary fiction