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Business Administrator

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VAIDEHI CHAUDHARY

KEY QUALIFICATIONS

* Proficient in MS Office, Word, Excel, PowerPoint, Outlook, Analysis, Calendaring, Calendar Management, SAP, Google Suite, Spreadsheets, and Presentations and quickly adapt to any new systems or CRM.
* Proven record of 5+ years of experience providing executive administrative support to leaders across a variety of industries including in Not for Profit Org, Auto Manufacturing, Steel Industry, Engineering & Projects Organisation.
* Adept at developing and maintaining detailed administrative and procedural processes that reduce redundancy, improve accuracy and efficiency, and achieve organizational objectives.
* Highly focused, detail-oriented in supporting complex travel arrangements and logistics, deadline-driven operations; identify goals and priorities, resolve issues during initial stages within time and budget requirements, with amazing interpersonal and relationship management abilities. Knowledge of sales processes and administration duties.

AREAS OF STRENGTH

# C-level Support • Executive Support • Executive Level Management • Office Administration • Project Management • Office Procedures • Expense Reconciliation • File Management •Confidentiality • Travel Planning • Expenses • Document Creation • Document Control • Travel Arrangements • Calendar Management • Organizational Skills • Event Planning • Customer Service Management • Problem Solving • Team Management

Professional Experience

Customer Support Administrator/Co-Ordinator (Electrotherm India Ltd., India)

* First point of contact to resolve customer queries.
* Providing exceptional customer service assistance through inbound calls and ticketing system within decided TPI. Internal Sales Administration coordinating with multiple departments.
* Creating Credit Note, Debit Note, Sales Return and other Sales Documents in SAP.
* Generate sales orders/purchase orders followed by completion of sales and procurement cycle in SAP. Managed Stock for the office and entries related to inventory management.
* Worked under pressure and tight schedules coordinating with the truck management personnel, the marketing department, the logistics department and the customers for timely dispatch of products.
* Data entry and maintenance for master data and transactional data.
* Assist in resolving issues faced in analyzing and monitoring in the end to end order to cash cycle from quotation to billing.
* Perform General administrative duties for the IT Department.

09/2017 – 03/2019

09/2016 – 08/2017

Executive Assistant to Managing Director (Electrotherm India Limited, India)

* Manage & Maintain Executive Schedules, including scheduling meetings, travel and conferences, managing appointments and co-ordinating with all the guests before the managing director’s engagement.
* Overseeing all the administrative tasks and email management on behalf of the managing director. Analysing information in reports and PowerPoint presentation. Reading and analyzing submissions, letters, agendas, memos and determining significance; routing to appropriate personnel in a timely and efficient manner.

Professional Experience

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| Ms. Ranjeeta K. | Support Specialist - BUPA  M : 0449956121 | Mr. Himanshu Deliwala |Assistant General Manager Electrotherm India Limited  M : +91 9925190576 |

References

05/2013 – 02/2016

Office Assistant (Ahmedabad Management Association, India)

* Maintaining Daily sales and non-sales Cash and Bank payment and receipts.
* Updating and maintaining internal databases.
* Liaising with key internal and external stakeholders.
* Booking meetings and co-ordinating travel when required.
* Preparing documents, reports and presentations.
* Supporting events and conferences.
* Other Ad Hoc Duties as required including Sales Administration from customer order to Billing and after sales support.

03/2016 – 08/2016

Helpdesk Executive (Electrotherm India Limited, India)

**DEPARTMENT** (Electrotherm India Limited)

* Provide first level contact and convey resolutions to customer issues and escalated the unresolved queries through ticketing system to the next level of support.
* Handling the IT Assets procurement (in SAP), management, stock levels management and allotment. Maintained required documentation of the Invoices and IT Asset Inward and Outward Movements.
* Liaise with Purchase and Accounts Dept to process stock and payments.
* Handled SAP Material Management for Master Data of Material Codes.