

## MARY HELEN GOMEZ

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E-mail ID: helen.cinzac@gmail.com



### ***Career Objective:***

“I wish to join an organization where I could contribute to the growth of the company, while achieving personal growth. A company where I can put the knowledge I have acquired to good use and which can bring out the best in me.”

### ***Professional Summary***

Dedicated administrative assistant with 23 years of experience in managing administration works. I have worked in various departments in the company, including sales and service coordination, which allows me to facilitate an efficient workflow and improve communications between multiple departments. Proficiency with MS Office, WPS Office, Google Spreadsheets and Google Docs.

## **ORGANISATIONAL EXPERIENCE**

❖ **CINZAC SALES & SERVICES PVT. LTD.**  
**Administrative Assistant cum Stenographer**

***(April 2015 – Till Date)***  
***(6 years 7 months)***

### **Responsibilities:**

- Taking shorthand, drafting office correspondences, maintaining formats / reports as directed by the Managing Director.
- Responsible for checking the incoming mails of Managing Director maintaining the confidentiality and follow up on various matters that requires his attention.
- Preparing reports, letters, other documents, using word processing, excel & Google spreadsheets / docs or presentation software (PPT).
- Support and facilitate the completion of regular reports of divisions.
- Maintaining various trackers and reports analyzing the business generation, performance of Area Coordinators of various divisions including payment collection and sending reports to the management on a daily, weekly, monthly basis.
- Coordinating with different divisions and compiling the data as desired by the management.
- Maintaining confidential records.

: 2:

- Tracking of mails/documents/formats that require attention of the management.
- Perform other personal administration duties as delegated by the MD & HR and support the management.
- Other miscellaneous tasks as assigned from time to time.

**CINZAC SALES & SERVICES PVT.LTD.**

**Company Profile**

Authorized Sales and Service Dealer for four major companies in Kerala, namely, **THERMAX LIMITED**– Deals with Sales, Service & Project Execution of **Industrial Boilers, Incinerators, Steam Boilers, Water Treatment Plants and Sewage Treatment Plants, Chemicals & Enviro Products** in Kerala, Service & Spare Parts Dealer for **ASHOK LEYLAND LIMITED**– for their D.G Sets, **LARSON & TOURBO LIMITED** – for their Construction and Earth Moving Equipments and Service & Spare Parts Dealer for **KION INDIA LIMITED (Voltas)** Forklifts, Hand Pallet Trucks & Spare Parts.

- ❖ **CINZAC SALES & SERVICES PVT.LTD.** *(April 2009 – March 2015)*  
**Service Coordinator cum Admin Assistant** *(6 years)*  
**Thermax Water Treatment Service Division**

**Responsibilities:**

- Responsible for handling all calls from customers regarding complaints of equipment / enquiries, calls from Service Engineers, Principles, suppliers, etc.
- Documentation of service related correspondences, maintaining the reporting systems and formats to Principles, ERP System updation and reporting to the Principle Company.
- Service co-ordination, deputation of Service Engineers to sites, getting details of work carried out by the Service Engineers, etc.
- Filing of documents and maintaining the registers in the division.
- Entry of service reports in the computer, registers and filing.
- Coordination with the Principles for getting site drawings, manuals, sanction of works, etc.
- Correspondences to Principles, customers, vendors, etc.
- Preparing & sending of quotations for spares, annual service contracts, operation & maintenance contracts, labour works, etc. of water treatment plants.
- Business generation – by calling customers and through Service Engineers and regular follow-ups.

: 3:

- Sending orders to suppliers for spares, follow up for getting items on time, co-ordination with accounts department for settlement of payments to the suppliers, etc.
- Follow ups for purchase orders from customers, sending invoices against supply of items, labour works, annual service contracts, despatch of items to the customers etc.
- Collection of payments from customers of division.
- Preparing claims and sending to Principle Company for the works done under warranty and keeping track of payments.
- Settlement of travelling allowances and other bills of Service Engineers.
- Other back office works as assigned from time to time.

❖ **CINZAC SALES & SERVICES PVT.LTD. (February 1998 - March 2009)**  
**Administrative Assistant cum Stenographer (11 years)**

- Taking dictation of correspondences, reports and other matters of all divisions.
- Perform routine clerical and administrative duties.

#### **EDUCATION QUALIFICATION**

Course	College / Institution	Year of Passing
<b>Secretarial Course</b> covering English Type writing, Shorthand and Secretarial duties.	Vimalalayam, Cochin	1996-97
<b>B.Com</b> Graduation Course (Course Completed) M.G.University	Vidyaniketan, Cochin	1993-96
<b>Pre-Degree Education</b> (Class 12) M.G.University	St.Paul's College, Kalamassery, Cochin	1991-93
<b>High School Education</b> (Class 10)	CCPLM Anglo Indian High School, Thevara, Cochin.	1990-91

#### **EXPOSURE TO COMPUTERS**

MS Office - Word, Excel, PowerPoint  
WPS Office - Word, Excel, PowerPoint  
Google Docs & Spreadsheets  
Outlook  
Tally (Basic)  
CRM Software

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**PERSONAL DATA**

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Gender : Female  
Address : Kondoth House,  
Vallarpadam P.O.,  
Kochi-682504, Ernakulam District,  
Kerala State, India.  
Mob : +91-9447139540  
Age & date of birth : 47 years, 03-12-1974  
Religion & Caste : Christian, Anglo-Indian  
Nationality : Indian  
Marital status : Married  
Languages known : English, Hindi, Malayalam

**DECLARATION**

I, **MARY HELEN GOMEZ**, hereby declare that the details furnished above are true and correct to the best of my knowledge and belief.

PLACE: VALLARPADAM, KOCHI  
DATE : 17.11.2021.

**MARY HELEN GOMEZ**