



Geethu M G

Administration Assistant

Contact

Address:

Madathiparambil House
18/340 B, c/o Rao Brothers
Binny Road, Palluruthy Nada
Kochi – 682006
Ernakulam, Kerala, India.

Phone:

+91 7736875013
+91 8078985013

Email:

sivapriya.06.1989@gmail.com

Professional Summary

Efficient professional, skilled in organizing and coordinating office administration to support organizational effectiveness, operational excellence and office safety Well-organized and having excellent multitasking abilities developed over 9 years of total work experience. Strong work history in document management, process improvement and regulatory compliance. Commended for cultivating positive work culture by cheerfully interacting with staff and customers / clients. Proficient in MS Excel, Word and PowerPoint.

Work History

November 2018 – Present

Operations Executive

ABAD FOOD SERVICES | ABAD FISHERIES PRIVATE LIMITED, Kochi, Kerala

- Daily follow-up calls with the customers to remind the credit period & payment dates; such as to meet the company goals and targets.
- Sorted incoming mails and messages and expedited urgent correspondence for immediate attention.
- Attended weekly debtors meetings and documented minutes and distributed among staffs to facilitate follow-up and permanent record.
- Established and maintained productive working relationships with colleagues to resolve operational difficulties and to promote interdisciplinary, collaborative approach to customer service provision.
- Built and strengthened relationships across functional leadership areas to keep revenue development and operational plans effective and interconnected.
- Recorded attendance of staffs for HR purposes.
- Prepared MIS reports in MS Excel for daily, weekly and monthly reporting.
- Collaborated with HR and Accounts department on operational support tasks to model importance of group goals.

August 2016 – November 2018

- Returned to my career after a period of personal exploration and growth.
- Stay-at-home parent for my kid until she turned 1yr old.

January 2014 – July 2016

Administration Assistant

DDRC SRL DIAGNOSTICS PRIVATE LIMITED, Ernakulam, Kerala

- Monitored Senior Manager – Admin’s work calendar and scheduled appointments, meetings and travel.
- Drafted legal documents and letters required for the Corporate, including agreements.
- Generated reports in MS Excel, typed letters and documents in MS Word and prepared presentations in MS PowerPoint.

- Maintained staff directory and company policy handbook for HR department.
- Sorted and distributed office mails and recorded incoming shipments for corporate records.
- Welcomed office visitors warmly and alerted staffs to arrivals of scheduled appointments.
- Executed record filing system to improve document organization and management.
- Performed general office duties, including answering multi-line phone system, routing calls, delivering messages to staff and greeting visitors.
- Arranged rapid office equipment repair and maintenance with vendors.
- Supported efficient meetings by organizing spaces and materials, documenting discussions and distributing meeting notes.
- Supported logistics for programs, meetings and events, including room reservations, agenda preparation and calendar maintenance.
- Prepared weekly employee work schedules for drivers and securities ensuring all shifts received adequate coverage.
- Composed internal memos and external correspondence for senior management and reviewed all documentation to eliminate errors.
- Coordinated travel arrangements, including booking.

January 2013 –
December 2013

Accountant Cum Receptionist

DR. K HARI'S CLINIC, Ravipuram, Ernakulam, Kerala

- Demonstrated respect, friendliness and willingness to help wherever needed.
- Created spreadsheets using Microsoft Excel for daily weekly and monthly reporting.
- Handled day-to-day running of the Clinic and the Pharmacy, ensuring high levels of productivity and progression.
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Collected and arranged financial information and entered details into Tally ERP9.
- Completed daily cash functions like account tracking, payroll and wage allocations, budgeting, donating and all types of cash and banking reconciliations.

September 2010 –
November 2012

Clerk at the help desk counter

MEDICAL TRUST HOSPITAL, Ernakulam, Kerala

- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Handled day-to-day running of Out-Patient department and helpdesk, ensuring patient satisfaction.
- Actively listened to patients' / bystanders' requests, confirming full understanding before addressing concerns and escalated major issues to supervisor.
- Managed quality assurance program, including NABH on-site evaluations, internal audits and patient surveys.
- Entered and maintained medical records into hospital database using TCS software.
- Kept help desk area clean and neat to give visitors positive first impression.
- Assisted over 500 walk-in patients and their bystanders and over 100 enquiry phone calls daily.
- Monitored premises, screened visitors, updated logs and issued passes to maintain security.

Academic qualifications

2013	<p>Master of Business Administration : Human Resource Management</p> <p>Annamalai University, Annamalai Nagar</p> <ul style="list-style-type: none"> 1st class with an aggregate of 61% of marks.
2010	<p>Bachelor of Science : Physics</p> <p>Aquinas College, Edakochi</p> <ul style="list-style-type: none"> 1st class with an aggregate of 85% of marks. Majored in Physics with Electronics and Mathematics as subsidiaries.
2007	<p>Higher Secondary (+2) : Science (Bio-Maths)</p> <p>EMGHSS, Fort Kochi</p> <ul style="list-style-type: none"> 1st class with an aggregate of 74% of marks.
2005	<p>SSLC</p> <p>OLFGHS, Kumbalangi</p> <ul style="list-style-type: none"> 1st class with an aggregate of 77% of marks.

Certificates

- Diploma in Office and Accounting Software (NACELL).
- Microsoft Office Specialist certified in Word 2007 (verify.certiport.com : wUPJT-kxzM).

Personal Profile

Date of birth	:	26 th June 1989
Age	:	33 yrs.
Fathers' Name	:	Girijan M M
Marital Status	:	Legally Separated
Number of Children	:	One
Religion	:	Hindu
Nationality	:	Indian
Permanent Address	:	Madathiparambil House, 18/340B, Palluruthy Nada, Kochi – 682006.

Skills:

	Basic	Average	Good	Very Good	Excellent
Office administration					
Paperwork drafting					
Spreadsheet management					
Meeting minutes					
Administrative support					
Mail handling					
Database management					
Attendance record management					
Social media knowledge					
Letter preparation					
Executive presentations					
Documentation and reporting					
Typing speed and accuracy					
Report analysis					
Payroll and budgeting					
Time management					
Adaptability					
Work Ethics					

Language Proficiency:

Malayalam					
English					
Hindi					
Tamil					