

RESUME



INDULEKHA C

SASTHA NIVAS, PIPELINE RD, PALARIVATTOM

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Professional Summary

Experienced Office Management and Administration Professional experienced optimizing productivity, efficiency and service quality across various environments. Highly dependable, ethical and reliable support specialist and leader that blends advanced organizational, technical and business acumen. Works effectively with cross-functional teams in ensuring operational and service excellence. Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy.

SKILLS

- Travel Arrangements
- Environn
- Special Requirements
- Managing Operations and Efficiency
- Regulatory Requirements
- Workflow Planning
- Event Coordination
- Scheduling
- Credit and Collections
- Customer Care
- Employee Paperwork
- HR Support
- Disciplinary Action
- Coaching and Training
- Mail Handling

WORK HISTORY

Administrative Manager/HR Manager, S PATH LABS AND SCANS

September 2022 - Current

- Supervised staff and delegated tasks to maintain positive, productive administrative operations.
- Updated reports, managed accounts, and generated reports for company database.
- Established workflow processes, monitored daily productivity, and implemented modifications to improve overall performance of personnel.
- Oversaw office inventory activities by ordering and requisitions and stocking and shipment receiving.
- Interviewed, recruited and onboarded new staff for high-performing administration teams.
- Verified customer information for orderly, up-to-date online systems.
- Managed and motivated employees to be productive and engaged in work.
- Accomplished multiple tasks within established timeframes.
- Guided leaders and employees on company policies, programs, benefits and salary administration.
- Motivated employees through special events, incentive programs, and constructive feedback.
- Coordinated employee grievances and disputes in timely and professional manner by finding constructive solutions.

2

CENTRE HEAD

MEDALL HEALTH CARE PVT LTD

January 2016 - May 2021

- Skilled at working independently and collaboratively in a team environment.
- Self-motivated, with a strong sense of personal responsibility.
- Proven ability to learn quickly and adapt to new situations.
- Worked well in a team setting, providing support and guidance.
- Managed time efficiently in order to complete all tasks within deadlines.

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Front Office Staff & Manager,

ERNAKULAM MEDICAL CENTRE

January 1995 - December 2015

- Reconciled end-of-day reports to determine accurate billing and payment processing.
- Supervised and guided new employees and responded quickly to questions to improve understanding of job responsibilities.
- Coached employees through day-to-day work and complex problems.
- Managed files and records for clients and adhered to safety procedures to prevent breaches and data misuse.

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Education summary

1

Master of Arts
MAHARAJAS COLLEGE

2

Bachelor of Arts
MAHARAJAS COLLEGE

3

High School Diploma
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