



Swathi Jogi

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Amwaj

OBJECTIVE

Experienced in BPO operations, IT, Teaching, retail services etc, having worked for more than 13 years with good knowledge in computer operations, multimedia & interpersonal skills. Seeking a challenging administrative or any other suitable role to leverage my skills and contribute to the success of the organization.

EXPERIENCE

March
2024 -
August
2024

- **Administrator**
Leaders Fitness, Hooraa
*Manage gym membership paperwork, including new member sign-ups & cancellations.
*Handle inquiries and provide information about gym services, classes, and facilities.
*Process payments, issue receipts, and manage financial transactions.
*Monitor and manage gym inventory, including supplies and merchandise.
*Assist in the coordination of gym events, promotions, and marketing activities.
*Collaborate with other staff members to ensure a positive and welcoming gym environment.
*All month end reports and staff performance evaluations etc

March
2023 -
September
2023

- **Supervisor/Receptionist**
Elite Tower, Seef
*Greeting guest and handling check in/check out processes
*Keeping accurate account of reservations and following up with any related enquiries *Facilitate correspondence with guest, answer questions and address complaints
*Acting as a chief point of communication for the guest
*Administrative clerical tasks

May
2022 -
Feb
2023

- **Administrative Assistant**
IHub It Solutions
*Point of contact between internal and external clients / handle customer complaints
*Liaise with executive and senior administrative assistants to handle requests and queries from senior managers
*Expediting repairs to ensure office equipment are operational & Inventory management *Oversee facility requirements required for event/meeting setups, office maintenances
*Organizing & scheduling appointments/conferences, calendar blocking /sending invites.

Feb
2015 -
May

- **Process Specialist**
Infosys Technologies Limited
Library Overall activities (As Main DC Librarian) Administration related

2022

(Technical & L&D programs)

- *End to end Administrative task related to Education Department
- * Servicing Microsoft & Big data Nia training request across Infosys locations
- *Infosys Meridian Support Activities (Meridian, a Live Enterprise Workplace platform for hosting Meetings & Events)
- * Preparing PPT Presentations on Events for Reference purpose as well as newly released features & testing the same for bugs
- * Configurator testing where the Events or Meetings are designed and also test the Live events before broadcast for any bugs rectification
- * Providing Demos & Supporting the Live Events for any runtime issues & resolution

August
2014 -
Feb
2015

- **Front Office Executive**
West Coast Motors
 - *Handling customer queries of all the clients seeking information about the service.
 - *Coordinating with supervisors and assigning vehicle job card service to mechanics.
 - *Assisting CRM with the warranty & damaged accessories related work.
 - *Reminder to Customers for their service dues/advertising offers and making reservations
 - *Responsible for the feedback queries.

May
2013 -
May
2014

- **Assistance Teacher**
Al Madeena English Medium School
 - *Improve the quality of teaching by making Smart Class tool presentations and using various communication tactics to make the course interesting and learning easier & simpler to the students.
 - *Educating High School section for English & Computer lessons with lab practices.
 - *Hosting & participating in various school events.
 - *Mentoring and consultation based on student's interest and requirement.
 - *Facilitated excursion representing school for computer campaigns and English talent hunt

EDUCATION

2016

- **MBA**
Sikkim Manipal University

2012

- **BCA**
Govt first grade college

SKILLS

Ms Office suites

100%

People Management

100%

BPO operations

100%

Administrative Support

100%

LANGUAGES

- English, Hindi, Kannada, Tamil, Tulu