**C. SURESH KUMAR**

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**Visa Status:** Employment

**Languages known:** English, Tamil, Malayalam & Hindi

Seeking a challenging opportunity in an organization with goal to achieve success and to enhance my skills and to endeavor success to the best interest of organization’s goals.

**Profile**

* Dedicated and focused Personal Assistant, Executive Secretary who excels at prioritizing completing multiple tasks simultaneously.

Key Skills

* Specialize in administrative support to busy environment. Committed to delivering high quality results with little supervision
* I have worked with numerous areas and human resources, which allows me to facilitate an efficient workflow and improve communications between multiple departments.

Interpersonal Skills

* In-depth experience using organizational software including Microsoft office Suite and google calendar, calls screening, mails, Organize Video and Web conferences.

Communication Skills

* Spearheaded RTB (Running the Business) Meeting with all dept. heads weekly to review the business and take remedial action
* Able to exhibit confidentiality, discretion, tact, diplomacy and professionalism when dealing with senior managers.
* Possessing a proven ability to help managers to make the best use of their time by dealing with their secretarial and administrative tasks. Excellent written and verbal communications skills, including dealing with customer complaints and giving formal presentations to executives.

Leadership Skills

Planning Skills

* Responsible for Customer Satisfaction Analysis & Action Plan – (Enhance knowledge/skills that positively affect customer experience with Nissan/Infiniti/Renault brands.
* Window Person for Customer Complaint Handling – Achieving KPIs for handling customer enquiries & complaints

Management Skills

* **N-CAM** Ambassador –Audit – Nissan Car Sales - It is a set of Dealer Management 'Action Standards'(A/STDs) which an NSC needs to implement to represent the Nissan brand

 Secretarial Diary Calendar

 Duties Management Management

Core Competencies

 Project Travel

 Management Co-ordination

**Career Graph**

|  |  |  |
| --- | --- | --- |
| **Name of Organization** | **Position Held** | **Period** |
| Y K Almoayyed & Sons.B.S.C.©, Bahrain | Manager cum Executive Assistant | Apr’2003 to till date |
| Fresh & Honest Cafe Ltd., Madurai, India | Manager - Branch Administration | Nov’2001 to Mar’2003 |
| Deltagram, Madurai, India | Manager - Branch Administration | Dec’2000 to Oct’2001 |
| Y K Almoayyed & Sons.B.S.C.©, Bahrain | Executive Secretary to General Manager | Nov’1992 to Aug’2000 |
| Srichakra Tyres Limited, Madurai, India | Personal Assistant to Managing Director | May’1988 to Jul’1992 |
| Sundaram Industries Ltd., Madurai, India | Executive Secretary to General Manager | Nov’1983 to Apr’1988 |

**DOMAIN SKILLS**

**Executive Support**

Successfully completes critical aspects of deliverables with a hands-on approach, including drafting acknowledgement letters, personal correspondence, and other tasks that facilitate the MD/CEO/GM ability to effectively lead the organization.

Providing general office support for the team by answering phones, maintaining and organizing department budget and overhead records, organizing and maintaining paper and electronic files, producing correspondence, handling complex international travel arrangements, preparing expense reports, arranging internal and external conference calls, formatting presentations, and assisting in the development of communication materials, submitting invoices/check requests to Accounting department, ensuring proper expense accounting.

Plans, coordinates and ensures the MD/CEO/GM and other Administrative Team Members’ schedules are followed and respected.

Works closely and effectively with the Administrative Team to keep them well informed of upcoming commitments and responsibilities, following up appropriately. Acts as a "barometer," having a sense for the issues taking place in the environment and keeping the Administrative Team updated.

Prioritizes conflicting needs; handles matter expeditiously, proactively, and follows through on projects to successful completion, often with deadline pressure.

Researches, prioritizes, and follows up on incoming issues and concerns addressed to the Administrative Team and overall Team, including those of a sensitive or confidential nature; Determines appropriate course of action, referral, or response.

Communicates directly, and on behalf of the MD/CEO/GM on matters related to programmatic initiatives.

Provide Business Advisory & MIS Reporting, Work on Projects, monitoring outcomes, and recommend suitable action a regular basis.

Provide MIS Reports; Assist MD/CEO/GM in conducting monthly, quarterly, & annual reviews

**PERSONAL ATTRIBUTES**

|  |  |
| --- | --- |
| An Honest Team Player  | I have passion for teamwork and am clear that a good communicating team is more productive and key to success  |
| Ex: Complaints Handling: Being a window person receives the complaints from the Principals/Customers and coordinate/follow up with the team to get the resolution done and communication to Principal/Customer in time  |
| Passionate towards job | As PA, not restricted to this role and due to my passion, I was assigned various jobs like Window person for Complaints handling, Customer Satisfaction Survey Results analysis and review it with the depts. for actions, N-CAM Ambassador role etc. |
| Ability to do multitask  | Carried out multi-tasking roles, in addition to taking care of administration of the facility, viz. involved in cost reduction projects - electricity cost reduction, telephone lines reduction, etc.  |
| Determination | Have a quality of determination to perform any task productively  |
| Dedication  | A dedicated guy towards job and does tasks effectively  |
| Ability to work under pressure  | I can work under pressure and meet deadlines |
| Self-motivated guy | Being self-motivated I can do my jobs in the right path which adds value to company |
| Enthusiasm | Have the energy to make things work towards success of the company  |
| Hard work | It is evident that due to my hard work grown in the company from Secretary to the Manager level |
| Strong communication skills  | Being a Postgraduate, have good communication and writing skills  |
| Positive Attitude  | Having a positive attitude, created a good work environment which helps workload in a comfortable way |
| Flexibility  | Am flexible enough reg. the workload and timings |
| Better at bringing new ideas | Am good at offering fresh ideas for the growth of the company - Devised CFT team in the company to tackle customer complaints in time |

**TRANING & ACHIEVEMENTS**

* Managed busy schedules and travel plans for several corporate executives while performing general office administration duties.
* Implemented RTB (Running the Business) with Cross Functional Team
* Achieved appreciation letter for arranging team meetings and publishing accurate minutes.
* Coordinated team events and activities at the best yet economical locations

**EDUCATIONAL CREDENTIALS**

* **M.B.A.**   **(Master of Business Administration)**

Thiagarajar School of Management, Madurai Kamaraj University, Madurai, India

* **PGDBA (Post Graduate Diploma in Business Administration)**

Annamalai University, Chidambaram, India

* **B. Com (Bachelor of Commerce)**

Madurai Kamaraj University, Madurai

* **SHORTHAND** –English – Higher Grade

Dept of Technical Education, Chennai, India

* **TYPEWRITING**-English – Higher Grade

Dept of Technical Education, Chennai, India

**IT SKILLS**

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Proficient in Microsoft Office,

MIS Reporting,

Typing – 80 WPM,

Shorthand 120 WPM

**PERSONAL DETAILS**

Date of Birth: 13th Jan 1962

Marital Status: Married

Interests: General Fitness