



NILANJANA SEN GOENKA

Contact: 8334840003

E-Mail: nilanjanasen15@gmail.com

MIDDLE MANAGEMENT PROFESSIONAL

Secretarial Operations ~ Front Office Operations ~ Event Management ~ Office Administration ~ Procurement

A dedicated analyst, proficient in running successful method-oriented operations & taking initiatives for business excellence through process improvement

Seeking assignments in **Secretarial Operations / Administration** with an organization of repute, preferably in Kolkata

PROFILE SUMMARY

- **A dynamic professional** with over 23 years of experience in: Secretarial Operations , Back & Front Operations, Office Administration, Procurement, Vendor Management, Event Management, Reporting & Documentation, Liaison & Coordination, People Management
- **Skilled in** providing secretarial support involving handling of top & confidential correspondence, document flow, screening telephone calls, attending visitors and directing various queries to relevant departments
- **Resourceful in** fixing appointments & meetings & keeping meetings calendar up-to-date, preparing a synopsis of reports and presentations received from officers as well as preparing Minutes of Meetings
- **Expertise in coordinating** with internal/ external customers for running successful business operations and implementing procedures and service standards for business excellence
- **Deftness in** overseeing arrangement of meetings, trainings & seminars (internal / external) and preparing agenda notes, confidential reports & various MIS reports for top management
- **An effective communicator** & negotiator with excellent interpersonal, decision making & team management skills

CORE COMPETENCIES

- **Secretarial Operations**
- **Procurement / Purchase Operations**
- **Liaison & Coordination**
- **Administration Operations**
- **Transportation Arrangements for delivery of goods to all across the country**

ORGANIZATIONAL EXPERIENCE

Company

D. P. Ahuja & Co., Kolkata

Regular communications with clients, associates and agents

Assisting Departmental Heads in Trademarks and Patent matters

Drafting emails independently

Portfolio Management for Clients

Calendar Management

Handling Trademark Matters in foreign countries since beginning from receiving order from client's, creating new physical files, creating new electronic files, preparing data sheets, processing orders with agents, reporting to client with invoice

Handling Patent & Design Matters in foreign countries from receiving and reporting to client with invoice

Pending payment follow up

Receiving, Scanning, Barcoding all incoming email and physical distribution to users

PREVIOUS EXPERIENCE

Company

J. G. Chemicals Pvt. Ltd., Kolkata, Executive Assistant to MD

Role:

Monitored and directed incoming mails and emails and outgoing emails and supervised timely sending of outgoing emails prepared by others

Prepared detailed documents and reports in adherence to administrative process

Maintained office calendars to track important dates and deadlines

Maintained databases and contact lists to keep important contact information accurate and up-to-date

Developed and implemented organizational systems to streamline daily operations

Assisted management to complete all tasks by deadlines

Assisting the Managing Director with all jobs including drafting letters, MIS reports, Medical Reports Tabulation

Itinerary Management

Handling transportation independently

Company

J. J. Automotive (Bengal Hyundai), Office Assistant (Administration)

Role:

Receiving incoming emails, barcoding, scanning and physical distribution amongst respective departments

Maintaining information digitally

Scanning and keeping records of all out going emails to clients

Taking dictation from Departmental Heads (long hand)

Arranging to send emails

Complete Office Administration

Company **J. V. S. Securities Kolkata as Office Assistant**

Role: Handling of all customer correspondences

 Organizing and Managing Director's Calendar

 Reporting on collections and dues

 Managed all office correspondences and checked mail

 Headed all business associate queries/complains over E-Mails & Phone Calls

IT SKILLS

- Well versed with MS Office, Windows & Internet Applications (Word, & Excel)

EDUCATION

- **Secretarial Course** from Y.W.C.A , Kolkata
- **M.A. in Ancient Indian History & Culture** from University of Calcutta
- **B.A. (Honors) in Ancient Indian History & Culture** from University of Calcutta
- **+ 2 Shri Shikshayatan School**
- **ICSE from Julien Day School**

PERSONAL DETAILS

Date of Birth: 15th November 1973

Address: 16Q, Dover Lane, Opposite RBI Staff Quarter, Kolkata – 700 033, West Bengal, India

Spouse: Sanjay Goenka

Languages Known: Bengali, English & Hindi

The above information is true to my knowledge.

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