**Ekta Vishwakarma**

235/9 Tagore Colony, South Civil Lines, Jabalpur (M.P.)

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**Experience Summary:**

A proactive employee with an overall three plus years of experience in Administration and HR managing **multiple projects, providing customer support, and streamlining office operations, crafting high-impact proposals and presentations Employee Relations, Grievance Handling and IR etc.**

* Experience in HR Operations and Administration.
* Efficient in planning and coordinate the organization needs.
* Coordinate with all internal & external stakeholders for smooth operations of assigned BUs.
* Employee relations.

Administrative Support • Multi-Project Management • Financial Management and reporting • Scheduling Customer Service • Process Improvement • Program Development • Database Management Communication Initiatives • Correspondence Creation, Operational Streamlining • Event and Presentation Coordination Change Management • Issue Resolution

**Work Experience**

**ITRC, Jabalpur – Aug 2017- Jan 2018**

Designation**- Center Coordinator**

**Project Handled- National Urban Livelihood Mission (NULM)**

Key Accomplishments:

* Handled a variety of administrative duties as HR leader coordinating with staff, Including calendaring and power point creation.
* Trained two interns in office tasks which later became full-time employees.
* Developed new organizational policies.
* Teaching …….
* Ensured all files were updated, Maintained and organized effectively.

**Alpna Enterprises, Jabalpur - Aug 2016-Feb 2017**

Designation**:** Project Engineer, Jabalpur (M.P.)

Key Accomplishments:

* Ensuring that all engineering work is carried out in accordance with specifications.
* Project site visits and preparation of project report.
* Statutory requirements.
* Ensuing rules, regulations and other contractual requirements with due regards to safety, operability and maintainability.
* **Providing administrative support (mailing, scanning, faxing, copying, filing).**
* **Maintaining electronic and/or hard copy filing system.**
* **Preparing and editing documents like letters, reports, memos, and emails.**
* **Scheduling and coordinating meetings, appointments, and travel arrangements.**
* **Acting as a point of contact for clients- Direct Client interaction.**
* **Coordinating between departments.**

**Centum WorkSKills India, subsidiary of Centum Learning Limited- Oct 2015- July 2016**

Designation: Skill Instructor/Administrator HR Executive

Key Accomplishments:

**Worked n DDUGKY Project in this organization in Jabalpur (M.P.)**

* Responsible for numerous administrative functions including the management of all correspondence, daily scheduling, tracking expenses and developing productivity reports.
* End-to-End process management.
* Motivating team members to maintain deliverables as per SLA.
* Client Interaction
* Training Partner creations
* Submission of bids in government organizations
* Assisted in training, assessments, management of all the students.
* SPOC for employment related queries and grievances.
* Maintaining Employee Files and Records.
* Completely owning the Employee Engagement - Fun at work Activities like Birthday /Festival Celebrations and through Trainings and Seminar conferences.

**DigiCall Teleservices Pvt Ltd – 2012-2014**

Designation: Senior Executive cum Admin HR

Key Accomplishments:

* Understanding the requirements and Sourcing candidates
* Screening up candidates’ applications and scheduling Interviews
* Client coordination and lining up candidates.
* Collaborate with sales team to manage customer contracts.
* Collaborated with the operators and operation team to improve workflow processes for document development.
* Maintained confidentiality while dealing with sensitive proprietary information in a discreet and professional manner.
* Responsible for employee relations.
* Asset Management, Telephone Bills & Mobility facilitation.
* Clearance of Vendor bills related to HR department.

**Technical Skills**

* Raspberry Pi
* AutoCAD Electrical
* Microsoft Office (Word, Excel, Outlook, PowerPoint)
* Database management
* Calendar management
* Accuracy
* Data entry and Editing
* Inventory control
* Billing
* Business Knowledge

Soft Skills

* Communication (written and verbal)
* Prioritization
* Problem solving
* Multitasking
* Management and leadership

**Education Intricacies**

**Graduation - B.E., 2012, with aggregate of 70%, from RGTU.**

HSC- 12th – CBSE, 2008

SSC- 10th - M.P, 2006

**Summary of Skills:**

Management, Recruitment and Training, Administration, Process oriented, Raspberry Pi, AutoCAD Electrical **MS OFFICE (Word, Excel and Power point), Windows 2003/XP/Vista, Good communication & Presentation skills.**

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**Personal Intricacies**

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Gender: Female

Nationality: Indian

Place: Jabalpur

### Date: EKTA VISHWAKARMA