

Manjula J

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Doddabidrekallu, Near Arch,
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Professional Summary

Detail-oriented MIS Executive with 7+ years of experience in data management, CRM systems, report generation, and donor communication. Proficient in Excel (VLOOKUP, Pivot Tables, IF formulas), Power BI, and basic SQL. Strong analytical, multitasking, and communication skills, with proven ability to manage data-driven operations in fast-paced environments.

Technical Skills

- Advanced MS Excel (VLOOKUP, Pivot Tables, IF formulas)
- Power BI and basic SQL
- CRM Tools for donor management and reporting
- Mail Merge, Label & Envelope Printing
- Microsoft Office Suite (Word, Excel, PowerPoint)

Professional Experience

ActionAid Association – Bangalore

Senior Executive, Supporter Services Unit (2017 – Present)

- Managed CRM records and coordinated donor communications using SK Software
- Generated monthly, weekly, and yearly MIS reports for senior management
- Handled donor queries, processed updates, and coordinated mass communication (email, print, SMS)
- Resolved online transaction issues and coordinated with tele-calling agencies
- Maintained timely data updates from AP post box files

The Hindu (Press) – Bangalore

MIS Coordinator Executive, Circulation Department (2013 – 2017)

- Analyzed circulation data and created daily/weekly/monthly reports
- Coordinated with area leaders and distributors to streamline operations
- Maintained accurate data logs for business insights

Grass Root

Tele-calling & Data Entry Operator (2011 – 2013)

- Responded to customer queries and updated CRM systems
- Prepared daily reports for Territory Sales Managers ensuring SLA compliance

Education

- B.Com – Pursuing (Distance Mode), Currently in 5th Semester
- 12th Standard
- 10th Standard

Languages

- Fluent in English and Kannada

Achievements & Strengths

- Consistently met tight deadlines with high-quality results
- Quick learner adaptable to new tools and technologies
- Recipient of certificates and recognition in extracurricular activities

Personal Details

- Name: Manjula J
- Date of Birth: 07/01/1985
- Gender: Female
- Marital Status: Unmarried