



RESHMA M CUTINHA

HR Admin

PROFILE SUMMARY

With 12 years of experience, expertise includes managing office expenses, processing vendor invoices, and preparing MIS reports. Successfully handled emergency payments and maintained inventory for multiple project sites. Demonstrated leadership by assisting HR with employee formalities and managing a team of 4 executives. Proficient in communication, problem-solving, and multitasking, ensuring efficient operations across departments. Skilled in vendor management and administration, contributing to organizational goals.

PERSONAL INFORMATION

✉ **Email**
reshmacutinha.nim@gmail.com

☎ **Mobile**
(+91) 8197798485

📅 **Total work experience**
15 Years 0 Month

KEY SKILLS

Office administration
Office management
Report preparation
Data management
Reception management
Visitor management
HR assistance
Invoice processing
Payment prioritization
back office
mis reporting
customer service
Administration Work

OTHER PERSONAL DETAILS

City Bengaluru
Country INDIA

EDUCATION

2006 MBA/PGDM
Aloysius Institute of Business Administration
2004 B.Com
Besant Womens College, Mangalore

WORK EXPERIENCE

Jun 2020 - Present HR Admin
OZONE GROUP (Ozone Urbana Infra Developers Pvt Ltd, Bangalore)
Urbana / OFMC/ HO /Italix/ WF48 and other Sites Bills Processing: Preliminary processing of all vendor invoices with respect to rate, quantity, mandays and compliances and forwarding it to my Manager for approval and further processing the bills to Accounts Department after entering in registers with due acknowledgement received from the concerned person in the department. Payment request to Accounts Department: Prioritizing emergency payments and sending the Critical Payments list to Accounts Department on a day-to-day basis for approvals and payments. Managing Printing & stationery + Other office requirements: Comparing the quotations from vendors, recommending best supplier/vendor after negotiations & placing orders for all project sites their monthly requirements like stationeries, housekeeping and pantry requirements etc. and maintaining inventory, tracking the distribution of the same, collecting invoices, preliminary checking of invoices with respect to quantity received & rates as per rate contracts further processing the bills to Accounts Department for accounting and follow up for payment. Printing requirements for Office: Handling of printing stationeries like Letterheads of assorted

LANGUAGES

- English

companies, business cards/ID Cards for Management Staff and other general stationery requirements such as GRN Books, Voucher Books and company seals. Employees Cab Requirements & Guest House accommodations: Booking of office Cab, private vehicle bookings & Hotel/Guest House accommodations. Allotment of Company Vehicles to Ozone Staff depending upon work designated. Handling Day to Day Office Expenses: Fastag Recharges of Company Vehicles belonging to MD, Sai Sir, Vamsi Sir, Commercial four Wheeler, Sales Bus, Innova. Mobile recharges for CMD, PMT Team. Tata sky Recharges for CMD Cabin, Sai Sir Cabin, CEO Cabin, Guest House Office Emergency purchases like flowers, ginger & cardamom, feminine hygiene purchases, pantry item purchases like Plates, glasses, kettle etc., ordering lunch for New joiners, Guests, Auditors and VIP guests, Dunzo bookings for employees, Medicines etc. Assisting HR: Assist HR team for the followings: Candidate Joining formalities, Employees Exit Formalities, Insurance – Additions, Deletions, and claim follow ups, Medical E-Cards. Assist employees on emergency. Helping Grade 0-1 Ex-Employees related to PF Claims. Group Medical Insurance Renewals. Processing Company Vehicles Petro card: Preparing Petro card Usage Report for Commercial Four Wheeler and CMD's Vehicles and forwarding it to Accounts department for accounting & making recharges. MIS Reports: Prepare MIS Report on vendor expenses on a day-to-day basis for the entire month and forward the same as on date to FM & Admin Head. Updating, Reminding & Processing Company Vehicles Renewals: Updating reports pertaining to Company Employee's parking, Company Employees 2 & 4 wheeler vehicles Insurance Renewals, Road Tax Renewals, and Emission Renewals and reminding the same at appropriate timeline & organize a filing system for important and confidential company renewal documents. Other Duties: Handling Head Office & Urbana Site Casual Staff Attendance every month & forwarding the same to respective accounts department every month for Salary Payments. Taking care of stationery requirements for New Joiners and Employees on day-to-day basis. Attending to Ground Floor & Second Floor Reception duties in the absence of Front Office Staff & MD Secretariat. Check & reply all e-mails on daily basis, in order to make sure no mail remain non-responded by the end of the business day. Taking care of uniform requirements of housekeeping and casual staff. Improvisation on cost saving activities wherever applicable and appropriate. Coordinating with various departments within the corporate office and all branch offices.

Feb 2015 - May 2020

Front Office Cum Admin Executive

OZONE GROUP (Ozone Urbana Infra Developers Pvt Ltd, Bangalore)

Receiving the phone calls: Greeting the caller. Checking his/her query & routing it to the person concerned. Patching the ISD calls, ISD bridges & local bridges: Patching the calls according to the email/information received. Managing visitors and vendors: Greeting the visitor/vendor as they

enter the reception. Checking their query & guiding them to the concerned person. Ask them to make the entries in the visitor/vendors register & make them seated at the reception. Supervising the cleanliness of reception and its surroundings: Checking the cleanliness of reception, sofa, carpets etc. at the reception as soon as I reach. Making sure that the water is always replaced in time at the reception. Making sure that the reception remains neat & tidy throughout the day. Maintaining the medicine and first-aid stocks in the reception: Daily checking the stock by maintaining the medicine/first-aid checklists. The medicines are supervised daily by filling in the medicine issue tracker. Handling incoming and outgoing faxes: Fax is handled in the reception by maintaining the incoming/outgoing fax register. Incoming fax is handed over to the addressee & the receiver acknowledges the same in the incoming fax register. Organizing and maintaining diaries and making appointments. Dealing with incoming emails and couriers, often corresponding on behalf of the manager. Preparing and maintaining the various reports and documents. Office-Stock Management. Using a variety of software packages, such as Microsoft Word, Outlook, PowerPoint, Excel, etc., to produce correspondence and documents and maintain presentations, records, spreadsheets and databases.

Oct 2013 - Apr
2014

Admin Assistant

Toolagen Technology Services, Bangalore

Maintaining a very pleasant, cheerful and pleasing personality to as to welcome the customers and guide them to the designated person. Ensure that no representative keeps waiting for a long time and politely asked to exit once the work is done. Screening phone calls, enquiries and requests, and handling them when appropriate. Meeting and greeting visitors at all levels of seniority. Dealing with incoming emails and couriers, often corresponding on behalf of the manager; Carrying out background research and presenting findings. Creating database of direct selling by the company. Providing specification of the products with competitive price. Uploading inventory, listings on shopping cart. Continuous research of new products which could be added to current portfolio and assess customer requirements. Preparing and maintaining the various reports and documents. Support staff in assigned project based work. Using a variety of software packages, such as Microsoft Word, Outlook, PowerPoint, Excel, etc., to produce correspondence and documents and maintain presentations, records, spreadsheets and databases. Devising and maintaining office systems including Data Management & Filing. Ordering and maintaining stationery and equipment. Input and update different sales and client records into the CRM system. Assisting supervisors by setting up job interviews. Maintaining data entry applications. Working with invoices and receipts. Intimating the UK based Outside Sales Department informed of all sales leads and opportunities.

Jan 2012 - May
2013

Inside Sales Executive

Cetas Information Technologies, Bangalore

Handling calls, walk-ins, and couriers and managing stationery and office equipments. Taking care of housekeeping and vendor requirements. Creating Database using various sources like newspapers, web research, references etc. Prospect new business through the identification of targeted accounts and developing business through inbound leads, cold calling, etc. Apply product knowledge, presentation skills and technical understanding to effectively present products to prospects and customers. Build long term relationships with customers and understand their evolving software requirements. Maintain complete and up-to-date records of all sales opportunities in our CRM system. Forecast sales activity for the upcoming month and quarter. Monitor, follow up, and report on competitive activities, market conditions and opportunities. Provide regular feedback from the customers to the marketing teams.

May 2008 - Dec 2009

Assistant Corporate Manager

National Institute of Management.

Manage a team of 4 Executives. Forecasting Monthly and Quarterly division wise sales. Prepare Monthly Account Receivables for each courses offered. Providing a Monthly Performance View (PV) of sales to the Manager. Prepare monthly dashboard summarizing the Sales on each courses offered and presenting it to the Management. Marketing various courses offered by the Institute. Negotiating Corporate tie-ups. Recruiting and Training new executive on Marketing and Accounting. Providing sales target and also achieving sales target for the group. Carrying out market survey in the Colleges. Presentations on the courses offered in various companies and colleges. Taking regular feedback from the clients regarding their course offered and conducting periodic survey. Regular follow-ups and sending follow-up letters to the client.

May 2007 - Apr 2008

Senior Counselor

Frankfinn Institute of Air Hostess Training

Handling telephonic/postal/walk-in enquiries. Counseling. Giving Presentations. Taking Post Counseling for selected, waitlisted and rejected candidates. Preparing MIS Reports. Website reporting and data recording, Coordinating with the H.O & R.O. Arranging for students batches, practices, exams, handling student queries. Taking regular feedback from the students about the classes conducted by the faculty and their level of satisfaction. Maintaining books of account. Regular follow-ups and sending follow-up letters. Carrying out marketing activities and its implementation. Taking Admission and updating all registers.