

Sunitha Suresh
No1. Sahyadri Layout
Shettihalli,
Jalahalli West,
Bangalore-560015
Phone: 9901911876
Email: sunithasuresh.cse@gmail.com

Achievements:

- 1. Awarded for Best Performance in MetLife India Insurance Pvt Ltd.**
- 2. Awarded for Best Handwriting in the Competition.**

Career Objective

Experienced Commerce graduate seeks a challenging career in the field of Financial Operations, processing associate, administrative assistance, secretarial operations data processing operations.

Working in Ramaiah University of Applied Sciences, Bangalore as an Executive-Administration from July 2022 to till date.

RESPONSIBILITIES

- Prepare Bonafide Certificates, Study Certificates, Internship letters etc for the students of UG and PG and maintain the files for the same.
- Create, maintain, and organize records of Students (Forms of Scholarship, Higher Studies etc)
- Organize and co-ordinate with the faculty members for Management Club Activity and maintain the records for the same.
- Handling queries of Students and Correspondence.
- Provide administrative support to faculty and staff, coordinating events.
- Assist with the organization of departmental activities, including examinations and academic events.
- Perform general clerical tasks such as drafting documents as needed.
- Managing the notices of faculty achievement, student achievement, and FMC achievement for the notice board and maintain the files for the same.
- Assisting for the Term Test conducted
- Assisting the exam department with various activities.
- NAD (National Academic Depository) activities.

- Audit related activities.
- Co-Ordinating with the faculty in NBA activities.
- Perform other duties as assigned.

Worked in Shri Maruthi Group of Institutions as Administrative Assistant from December 2021 to May 2022.

- Documentation
- File management
- Processing new admissions
- Responsible for entire admission procedures etc
- Fees Collection
- Preparing bonafide certificates, fees structure etc
- Online admission registration

Worked as Department Secretary in Computer Science and Engineering department Peenya campus, MSRUAS since from May 2014 to January 2019.

POSITION: SECRETARY

DEPARTMENT: COMPUTER SCIENCE AND ENGINEERING, FET, RUAS PEENYA.

JOB SUMMARY: Provide administrative and secretarial support to faculty, including office workflow, academic support, correspondence, records. Perform a variety of duties on own responsibility under conditions where there is little opportunity for direct supervision. Will frequently deal with students, department supervisors, and the outside reviewers, parents, visitors, etc. Also provide administrative and secretarial support for designated areas of work across the Departments which may include various Administrative and Faculty based activities, Co-ordination within and other departments.

BASIC RESPONSIBILITIES

- Provide secretarial support to full and part time faculty and staff
- Maintain Office
- Receive students and visitors and assist as necessary
- Co-ordination and Interaction.
- Perform other duties as assigned.

DUTIES AND RESPONSIBILITIES

- Prepare correspondences within and across the departments.
- Preparation of records such as time tables, registration forms (UG and PG), agendas for

departmental meetings, taking and writing up minutes and uploading in the UMS, PG students project gradesheets, Auditing related work etc.

- Deal with general, day to day standard and routine enquiries by telephone.
- Arranging meetings, booking venues.
- Answering student queries effectively or where appropriate, referring the student to a senior member of staff in order to resolve their queries.
- Receive and respond to enquiries concerning departmental matters from staff, students.
- Typing and filing of documents including e- mails, letters.
- Coordinate UG/PG project activities.
- Maintenance of departmental & students records.
- Co-ordinator for the induction programme and distribution of induction kits for all new students.
- Planning, Allotting and Co-ordinating with the staff members for exam room invigilators for UG/PG exams according to the requirements and emailing the concerned incharges.
- Planning and Assigning the staff members for the students test/exam answer scripts moderation and emailing the same.
- Issue the exam hall tickets to the students in the department and in the exam halls, issuing the duplicate copy when lost.
- Collecting the students assignments/reports from the exam section UG/PG, segregating section wise and distributing to the concerned course/module leaders within and across the departments.
- Co-ordinating with the Project Presentations – PG (Elective module, Group project, Individual Project, Conference/Journal Publication), Preparing the schedules, Collecting the students project marks and reports from the students guide, totaling, entering in the input sheet, generating grade sheets and submitting the results to the exam section both soft and hard copies.
- Assignment Collection from the UG students on the submission day, carrying student list sheets, Seals, Covers etc from the exam section for the same. Distributing the insurance cards to the BTech and MTech students.
- Interacting with the students for Open Elective registration and B.Tech registration, collecting the forms, entering all the fields in the excel sheet and emailing to the Academic Office.
- SAB related work, Laboratory exams related work- Preparing attendance certificate and remuneration forms to the external examiners.
- Emailing the workload allocated to the staff members individually.
- Collecting various details from the staff members and emailing to the Dean's office, QC department, HR department, Library, Admission department, Data Centre etc whenever requested.
- Updating the attendance register every month, submitting the staff leave forms to the HR, Co-ordinating with the HR every month for the staff leaves for the Salary processing, verification of the leave forms, follow- up with the staff for the leave forms and informing about the LOP's etc.
- Reception work when assigned, getting stationaries for department use.
- Preparing Proctor's list, Segregating Re-sit and Re-registration application forms department wise and identifying re-sit and re-registration students.
- Interaction with the class CRs for various academic matters.
- Coordinating with the Staff and Research department
- Other work assigned

Worked as Office Assistant with R.R.Institution since Jun 2009 to Feb 2010.

Working here has given me vast domain knowledge about institution procedures. My Day-to-Day Activities:

- Documentation
- File management
- Processing new admissions
- Responsible for entire admission procedures etc
- Fees Collection
- Entry in Tally software.

Worked as Customer Service Executive with Max New York Life Insurance Pvt Ltd (Since May 2008 to 2009)

Working here has given me vast domain knowledge about Life Insurance I am very comfortable with the entire life Cycle of Life Insurance, Underwriting and MIS Day-to-Day Branch Activities:

- Branch Proposal forms scrutiny
- FA Commission cheque processing
- Follow up with HO for increasing conversion rate, Keeping track of dispatch which includes Policy documents, refund instruments, communication letters to customers such as counter offer letter, chq dishonor letter, account statements etc...
- Managing Branch activities including new business processing, remittance & policy servicing
- Responsible for publishing Management Information System (MIS) for New proposal
- Business login Application on Daily basis for the Branch
- Single Point of Contact for Handling & Resolving Queries related issues from Field Underwriting & Documentations.
- Accuracy of data and timely publishing the MIS.
- Responsible for Branch QC Accuracy, Conversion ratio, New Business TAT, Feedback from Central teams for reverts
- Responsible to have good conversion rate above 95 % per annum basis across the branches.
- Responsible for Branch activities including new business processing, remittance, policy servicing, issuance, admin activities, vendor management, and petty cash management.

**Worked as Service-Coordinator with METLIFE India Insurance Pvt Ltd
(Since March 2007 to April 2008)**

Working here has given me vast domain knowledge about Life Insurance I am very comfortable with the entire life Cycle of Life Insurance, Underwriting and MIS Day-to-Day Branch Activities:

- Branch Proposal forms scrutiny
- FA Commission cheque processing
- Follow up with HO for increasing conversion rate
- Keeping track of dispatch which includes Policy documents, refund instruments, communication letters to customers such as counter offer letter, chq dishonor letter, account statements etc...
- Managing Branch activities including new business processing, remittance & policy servicing
- Responsible for publishing Management Information System (MIS) for New Business login Application on Daily basis for the Branch
- Single Point of Contact for Handling & Resolving Queries related issues from Field
- Accuracy of data and timely publishing the MIS.
- Responsible for Branch QC Accuracy, Conversion ratio, New Business TAT, Feedback from Central teams for reverts
- Responsible to have good conversion rate above 95 % per annum basis across the branches.
- Responsible for Branch activities including new business processing, remittance, policy servicing, issuance, admin activities, vendor management, and petty cash management.
- Responsible to have a TAT followed as per company norms

Worked as Backend Executive for 6 months in ICICI Bank Personal Loans Division

Responsibilities:

- Explain details of the Personal Loans Products to the walk-in customers.
- Convincing the customers about the various queries regarding the loan.
- Pre-process/verify the documents provided by the customers.
- Handle the loan closure procedure.
- Preparing daily MIS Reports

Worked as administrative assistance and data processing operations from NIIT for 2 years

Responsibilities:

- Data entry and processing of student's admission details and fee collection details.
- Preparation of daily office monetary log.
- Preparation of weekly and monthly financial reports.

- Course Inquiry follow-up.
- Office communications assistance.

Computer Knowledge

- Advanced certificate in PC Applications from NIIT
- Microsoft Windows Operating Systems (98/2000/XP)
- MS-Office

Educational Qualifications

- Bachelor Degree in Commerce from Gulbarga University April 1999
- PUC - Gulbarga University April 1996
- SSLC – K.S.S.E.E Board, April 1994

Personal Information

Name	:	Sunitha Suresh
Father's Name	:	Velayudhan P
Sex	:	Female
D.O.B	:	13-Oct-1978
Marital Status	:	Married
Nationality	:	Indian
Languages Known	:	English, Kannada, Hindi and Malayalam

Declaration:

I here by declare that the particulars furnished above are complete and correct to the best of my knowledge and belief.

Date:

Place: Bangalore

Reference:

Dr. Sharath Kumar K M
Dean- Faculty of Management and Commerce
Ramaiah University of Applied Sciences
Bangalore
Mob: 9900514038

Prof. Gangadhar N D
Associate Professor and Associate Head of Computer Science and Engineering department
Ramaiah University of Applied Sciences, Bangalore
Mob: 9740243595.

