



Shreya Thaker

Manager Multi-tasker Mother



CONTACT

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LANGUAGES

- English : Fluent
- Hindi : Fluent
- Gujarati : Native

SKILLS

- Office Administration & Management
- Highly organized & efficient
- Consulting & Counselling Skills
- Client Retention & Service
- Communication & Interpersonal skills
- Adaptable & Fast Learner
- Problem Solving Skills
- Microsoft Office Suit

INTERESTS

- Travel
- Foodie
- Music
- Research

PROFILE

Excited about hitting reboot button, restart professional career and transition from work for home to professional career. Co-founded bootstrapped start up and learnt life lessons and practical ways of multitasking, management and administration while managing start up and raising 2 kids, family. Also explored multiple ways of convincing kids which has sharpened selling skills.

PROFESSIONAL EXPERIENCE

Nov 2017-Present- On Maternity and Career Break

Co-Founder and Head- Administration

Mars Management Consulting | June 13-Oct-17

- Co-founded bootstrapped management consulting start up.
- Hired, trained and managed 15 customer service managers during stint.
- Primary responsibilities included but not limited to, complete client communication, customer service and co-ordination, vendor management, finance and accounts, retention of annual consulting clients, client fees collection and management, co-ordination of office communication and quarterly reports to consulting client organizations.
- Collaborated and provided administrative support to over 30 clients.
- Achieved client retention ratio of 80% consistently for 3 years.

Centre Manager

Shaadi.com | Feb 09- Sept 09

- Managed customer requirements, meeting service guidelines and client retention.
- Leveraged customer insight to remodel and streamline service process to increase matchmaking success and customer satisfaction.
- Contributed to premium client acquisition with help of high service quality.
- Acquired 100+ registrations in short stint and made Branch profitable.

EDUCATION

- Jan 2009 Master Of Business Administration- NIBM
- Dec 2005 PGDBM- Welingkar's Institute of Management
- Jun 2001- B. COM. Mumbai University