



OBJECTIVE

Dedicated and detail-oriented Administrative Assistant & Order management specialist with 15 years of experience in providing administrative support to ensure efficient office operations. Proven ability to handle multiple tasks and prioritize workload effectively. Seeking to contribute to a dynamic team in a fast-paced environment.

PROFESSIONAL EXPERIENCE

2021 – 2023 – Office Assistant Order handling (Muehlbauer group ,Location: Germany)

- End-to-end management of purchase orders, installation orders and rework orders for smart card, ePassport, RFID, semi-conductor products, vision systems, software development and sophisticated products like micro-chip die sorting, carrier tape equipment, ensuring accuracy and compliance with company policies & agreed contracts.
- Provide administrative support to the office manager, including managing calendars, scheduling appointments, and organizing meetings.
- Prepare and distribute correspondence, memos, and reports.
- Maintain electronic and hard copy filing systems to ensure easy retrieval of documents.
- Coordinate travel arrangements and prepare travel itineraries.
- Manage office supplies inventory and place orders as needed.
- Collaborated with sales, customer service and warehouse teams to streamline order fulfilment processes.
- Monitored and resolved issues related to order discrepancies, shipping delays and inventory shortages.
- Implemented and maintained efficient order tracking systems to provide real-time updates to stakeholders.
- Managed accounts receivables effectively. Conducted proactive communication with clients to resolve billing discrepancies and negotiate payment plan.
- Involved in cross-cultural communication, understanding international trade regulations, adapting to diverse business practices, and navigating logistics on a global scale.

2014 – 2021 Office Assistant – Order handling (Muehlbauer group, Location: India)

- Procurement management including procurement of spares from overseas divisions, customs documentation and correspondence and agency payments.
- Expense management of engineers and technicians engaged in installation & servicing.
- Invoice management including company compliant invoice preparation, client communication and receivables tracking.
- Comprehensive auditing of operational data including orders, invoices, inter-company billings and debit notes and inventories
- Expense management of engineers and technicians engaged in installation & servicing.
- Managed incoming and outgoing mail and packages.
- Coordinated with vendors for office maintenance and repairs.
- Provided general administrative support to other departments as needed.
- Responsible for overall supervision of annual maintenance orders as well as monitoring and controlling of production support and warranty.

2008 – 2014 Office assistant (Muehlbauer group, Location: India)

- Supported the office manager in various administrative tasks, including data entry & filing.
- Answered and directed phone calls, taking messages as necessary.
- Assisted with the organization of office events and meetings.
- Processed and fulfilled customer orders in a timely manner maintaining the customer satisfaction.
- Collaborated with vendors and suppliers to ensure timely procurement of materials for order fulfilment.
- Overall office management, travel related co-ordinations and meeting timeline for the service interventions, visa processing, raising travel requests, Ensure cost effective travelling with effective pre-planning.
- Implemented cost-effective strategies to optimize shipping and logistics processes.

TRAINING

CERTIFICATIONS

SAP ERP R/3 ECC 6.0 in Order Management, ServiceDesk for Service Requests & Customer Support

KEY COMPETENCIES

Office/Admin assistant | Order Management | Procurement | Expense Management | Invoicing | Global Client Support

SOFTWARE & TOOLS

SAP ERP R/3 ECC 6.0 | ServiceDesk | MS Office Suite

KEY INITIATIVES

Collaborated with SAP Tech team to customize & automate invoices for India operations

STRENGTH AREAS

Customer Support | organizational & time management skills | Documentation & Information Management | Issue Analysis & Resolution

SOFT SKILLS

Teamwork | Coordination & Communication

CAREER HIGHLIGHTS

Independently supported all office operations for a team of 12 members for 11 years

EDUCATION

Graduate (B.Eng.) in Electronics & Communication SJCIT, VTU 2004-2008

PERSONAL INFO

DOB: 30-11-1986
Birthplace: Bangalore
Marital status: Married
Languages: English, Hindi, Kannada, Konkani & Basic German(certified A1)