**KIRTI ANAND**

## M 0470 277 569

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**A** highly skilled, competent and down to earth professional with the knowledge, skills and attitude to enter a position in management or commerce roles interacting with customers and working in a team environment.

Trained and qualified in office management, sales, Administrator, customer service and problem solving. A positive thinker and achiever. Work well under pressure and bonds well with teams and individuals.

**CAREER OBJECTIVES**

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| --- | --- |
| **Summary:** | To be a highly qualified management personnel ; by gaining enoughknowledge in technical skills and Professional Skills in the coming future. |

**EDUCATION/QUALIFICATIONS**

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| --- | --- |
| **Institution:** | Punjab Technical University |
| **City/Country:** | Ludhiana / India |
| **Qualifications:** | Master of Business Administration |
| **Completed:** | 2014- Top Percentile of Class |
| **Institution:** | Punjab University |
| **City/Country:** | Chandigarh / India |
| **Qualifications:** | Bachelor of Computer Science |
| **Completed:** | 2012- Top Percentile of Class |

|  |  |
| --- | --- |
| **Institution:** | Punjabi University |
| **City/Country:** | Ludhiana/India |
| **Qualifications:** | Bachelor of Education |
| **Completed:** | 2012- Top Percentile of Class |

 **EMPLOYMENT HISTORY**

# Cordina Farms factory , Sydney

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| --- | --- |
| **Start Date:** | August 2018 |
| **End Date:** | Till Date |
| **Position/Title:** | Admin Clerk  |
| **Responsibilities/ Achievements:** | * Performing and prioritizing a multitude of complex administrative duties.
* Carrying out all assigned administrative duties.
* Printing out and then distributing information.
* Processing outgoing mail.
* Filing all correspondence.
* Typing memos and correspondence.
* Filing and retrieving documents.
* Greeting and assisting visitors to the office in a courteous manner.
* Answering phone calls and forwarding callers to appropriate staff members.
* Schedule appointments and meetings.
* Meeting managers and highlighting any office issues to them.
* Sorting, prioritizing and distributing incoming mail.
* Handling confidential information.
* Filing reports and information in the correct places
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# Australian Unity, Sydney

|  |  |
| --- | --- |
| **Start Date:** | April 2018 |
| **End Date:** | Till Date |
| **Position/Title:** | Personal Care Worker Grade II (Casual) |
| **Responsibilities/ Achievements:** | * Taking and recording a patient’s temperature, blood pressure, pulse and respiration rates.
* Assisting patients with activities of daily living such as showering, bathing, dressing, grooming, and toileting.
* Determining a patient’s needs.
* Maintaining a clean and safe working environment.
* Serving meals to patients then monitoring their eating habits and feed them if necessary and providing meal supplements as needed.
* Keeping patient’s rooms and equipment clean, neat and orderly.
* Observing a residents' health concerns and reporting abnormalities to the Registered Nurse.
* Helping patients to walk, transfer and use a different walking aids.
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Tej Migration, Sydney

|  |  |
| --- | --- |
| **Start Date:** | April 2018 |
| **End Date:** | June 2019 |
| **Position/Title:** | Administrative Assistant |
| **Responsibilities/ Achievements:** | * Assist office staff in maintaining files and databases
* Administration of the database including performance monitoring and tuning
* Actively interact and engage with all customers (internal & external) in a professional & positive manner, utilising appropriate telephone & email etiquette to foster good rapport & repeat business
* Effectively utilise the Social media marketing System, email management software and the CRS telecommunication system.
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**SKILL SUMMARY**

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| --- | --- |
| **Non Technical Skills:** | Customer service Business supervisionTeam selection and management Daily operationsReconciliation Inventory Team building; negotiation; change management and strong analytical skills. |
| **Computer Skills:** | MS Office : Advanced MS Word : Advanced MS Outlook : AdvancedWindows for Workgroups : AdvancedMYOB : BasicSAP : BasicLanguages : Java, C, C++ |

**INTERESTS**

## Charity work

* Cricket

**REFERENCES**

## Parveen Kumar (Service Co-ordinator) Email id:- pakumar@australianunity.com.au

## Faisal Chattha (Allocation Co-ordinator) Email id:- fachattha@australianunity.com.au