

ANAGHA ANIL RAMPURKAR

Front Office Desk Executive

Mumbai, India

Mobile: **+91-9892555219**

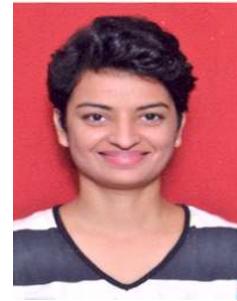
E-Mail: **anagha2128@gmail.com**

Gender: Female

Marital Status: Married

Date of Birth: 21st Sep 1977

Nationality: Indian



SUMMARY

- Over 10+ years of progressive experience in performing reception and front desk activities
- Experienced in handling and managing Front Office Operations
- Effective communication and organizational skills to deal with people at all levels
- Adept at handling various levels of visitors such as **VIP's, Vendors and Labors with equal ease**
- Good at welcoming visitors at the **Corporate Reception & Front Desk**
- Conversant with EPBAX Board (Siemens, Panasonic, Matrix) up to 400 Extensions

SKILL SET

- Reception Maintenance
- EPABX/Switchboard Operation
- Phone Etiquette
- Customer Service
- Pantry Maintenance
- Facilities
- Supply Ordering
- Guest Service Management & Travel Arrangements

LANGUAGE SKILLS

- Fluent in English, Hindi and Marathi

EDUCATION

- Bachelor of Arts (English Literature) - Mumbai University, India 1999

Sources Unlimited- Associated with Di Lusso

Receptionist cum Facilities

Nov-2016 - till Date

- Responsible for operating EPBAX, attending visitors and dispatch maintenance.
- Supervising and maintaining conference room bookings.
- Maintaining the Library stock, Stationary & Utilities, assisting the accounts team with monthly Utility Bills & Attendance Record(Biometric)
- Handling travel & hotel bookings for the Management
- Housekeeping Supervision, Shippment bookings & maintaining the records

Tilaknagar Industries Ltd.

Receptionist cum Telephone Operator/ Front Office Desk Executive

Apr 2013 – Dec 2015

- Responsible for operating EPBAX, attending visitors and dispatch maintenance
- Supervising and maintaining conference room bookings for scheduled visitors
- Welcoming visitors at the Corporate Reception & Front Desk

Arshiya International Ltd.

Receptionist cum Telephone Operator/ Front Office Desk Executive

Apr 2012 - Apr 2013

- Responsible for operating EPBAX, attending visitors and dispatch maintenance
- Maintained conference/meeting room booking for scheduled visitors/staff meet

M/S. Citygold Management Services (Hubtown Ltd formerly known as Ackruti City Ltd)

Receptionist cum Telephone Operator

Oct 2009 – Apr 2012

- Provided training for new joiners regarding the process
- Executed the duties as prescribed by Supervisor
- Actively follow up with the clients regularly
- Actively took part in conducting meeting for scheduled visitors

M/S. Fulcrum Logic Private Ltd

Receptionist (Admin Assistance)

Dec 2007 –September 2009

- Responsible for submitting the stationary records on time and actively follow-up with vendors regarding payments
- Record & updated and communicated with account department regarding utility bills
- Coordinated with staff and higher authorities regarding travel management

REFERENCES: Available upon request