



Dhanalakshmi Iyer

7977891808

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Mumbai

SKILLS

Staff Management
Empathy
Listening
Organisational
Self Motivation

LANGUAGES

English:

Hindi:

Telugu:

Tamil:

Marathi:

PROFESSIONAL SUMMARY

Adept Sr Executive Admin & HR with a proven track record at Malca Amit Group of Companies, I excel in staff management and empathy, enhancing operational efficiency. Skilled in organizational tasks and self-motivation.

WORK HISTORY

April 2022 - August 2022

HR Executive Assistant, Swiggy, Work From Home

Interviewed candidates via phone and provided shortlisted candidates to HR managers.

Assisted HR managers.

March 2021 - March 2022

Customer Service Executive, Flipkart, Work From Home

Provided product and service information, resolved product and service issues, and answered customer inquiries.

November 2013 - June 2019

Sr Executive Admin & Hr, Malca Amit Group of Companies , Mumbai

Providing assistance to staff, executives, and senior management.

Expert in Ms Excel , basic knowledge in MIS, Vlookup, Pivot Table,PPT

Handling stationery, leave records, ID cards, attendance registers, salary slips, incoming and outgoing emails, phone calls, taking dictations, correspondence, filing, documentation, interdepartmental coordination, and any other duties allotted by management from time to time.

October 2012 - October 2013

Sr Executive Admin & Hr, Falcon Multiservies Pl, Mumbai

Providing assistance to staff, executives, and senior management.

Handling stationery, leave records, ID cards, attendance registers, salary slips, incoming and outgoing emails, phone calls, taking dictations, correspondence, filing, documentation, interdepartmental coordination.

September 2009 - September 2012

Processing Officer, In Solutions Global Pl, Mumbai

Solving ATM transaction issues for Union Bank customers, back office work, and updating data in CRM.

September 2007 - September 2008

Phone Banking Officer, Axis Bank, Mumbai

Assisted customers with various banking products and addressed their banking needs over the phone.

September 2006 - September 2007

Office Assistant , G.D. Somani Memorial School, Mumbai

Enhanced office efficiency by managing schedules, organizing files, and maintaining a clean workspace

EDUCATION

April 2005

Bachelor Of Commerce

Osmania University , Nizamabad ,Telengana

59%