

SRIVIDYA R S

Coimbatore, Tamil Nadu 641107
jenianice29@gmail.com
+91 9159874564

Proactive and goal-oriented professional with excellent leadership, stakeholder management, time management and problem-solving skills. Known for reliability and adaptability, with swift capacity to learn and apply new skills. Committed to leveraging these qualities to drive team success and contribute to organizational growth.

Skills

- Excellent Communication Skills
- Customer Service Orientation
- Leadership and Team Management
- Interpersonal and Relationship Management
- Organizational and Attention to Detail
- Conflict Resolution and Crisis Management
- Documentation Management

Work History

Office Manager
The Indian Public School, Coimbatore, Tamil Nadu | April 2018 – September 2024

- Managed administrative staff across multiple locations, ensuring smooth and efficient operations.
- Established and monitored performance goals, conducting regular performance reviews.
- Devised SOPs for Office Management and ensured parents, students and other stakeholders are felt welcomed in the premises.
- Schedule appointments and meetings for the school administration with various internal/external stakeholders.
- Enhanced office efficiency through digitization and effective communication with parents, students, and vendors, reducing paperwork by 30%.
- Managed staff attendance, student records, and various administrative tasks, maintaining accuracy and confidentiality.
- Coordinate with school staff for events, meetings, and other school activities.
- Conducted preliminary interviews and managed the admissions process for students and staff, leading to a 15% increase in enrollment.
- Conduct orientation and training programs for new hires to ensure they understand school policies, customer service standards, and safety protocols.
- Ensure proper coordination of transportation and other logistical arrangements.
- Set performance goals and conduct regular performance reviews to ensure staff are meeting expectations.
- Address performance issues, provide constructive feedback, and implement improvement plans as needed.
- Implement and enforce security measures for visitor management, including maintaining visitor logs and issuing passes.
- Foster culture of excellent customer service within front office team, ensuring that all interactions with students, parents, and visitors are positive and professional.
- Address and resolve any complaints or concerns raised by parents, students, or staff related to front office services.

Front Office Administrator
The Indian Public School, Coimbatore, Tamil Nadu | February 2014 - February 2018

- Maintain the reception area, ensuring it is tidy and presentable with all necessary materials.
- Greeting Parents and setting a positive office atmosphere
- Answering the phone, taking messages and redirecting calls to respective offices
- Checking emails and redirecting it to respective department via a school software (ICMS)
- Organizing and maintaining files and records and updating them when necessary
- Creating and maintaining updated documents and spreadsheets
- Preparing outgoing mail items such as envelopes or packages
- Operating office equipment such as photocopier and printers
- Bookkeeping and issuing invoices
- Recording meeting minutes and dictations
- Performing an inventory of office supplies and order of need

Virtual Assistant
Your Business Savvy, Bangalore, Karnataka (Remote) | June 2023 - Current

- Managed social media accounts for various businesses using Hoot suite and Canva, ensuring consistent and engaging online presence.
- Created and scheduled posts to optimize reach and engagement across multiple platforms.
- Performed a variety of administrative tasks, including email management, calendar organization, and data entry.
- Utilized tools and software to streamline social media and administrative processes, enhancing efficiency and productivity.
- Collaborated with clients to develop content strategies aligned with their brand and marketing goals.

Education

May 2017 **Masters in Business Administration (Finance),** Bharathyiar University, Coimbatore.

May 2012 **B. Com - Corporate Secretaryship,** Bharathyiar University, Coimbatore.

Languages

English
Tamil
Malayalam

Software

Proficient in MS Office

Interests

Interests include travelling, reading books and cooking

References

Shall be provided on request