

ADITI CHATTERJEE

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Assistant Manager (CS to Secretary General)

CAREER OBJECTIVES

A versatile professional with a proven record of elevating executive support and optimizing administrative operations. Proficient in orchestrating fluid communication, intricate meetings, and fostering collaborative synergy. Seeking a challenging role to leverage expertise, drive strategic value, and enhance organizational efficiency.

ACHIEVEMENTS

- Justice D.K. Basu Award (2022): Honoured with the esteemed award for exceptional Socio-Legal and Humanitarian contributions.
- Extraordinary Achievement Award (2018): Acknowledged for outstanding contributions, setting benchmarks of excellence.

TECHNICAL SKILLS

MS Office, MS-DOS, Windows, EPBAX Handling

CORE STRENGTHS

Strategic Administrative Mastery; Precision in Appointment Engineering; Meticulous Guardian of Documents; Artful Composer of Correspondence; Seamstress of Meeting Precision; Dynamic Communication Maestro; Pristine Report Alchemist; Impeccable File Curator; Polished Phone Etiquette

CORE EXPERTISE

Strategic Executive Collaboration; Administrative Excellence; Masterful Meeting Orchestration; Communication Virtuosity; Insightful Report; File Ecosystem Stewardship; Phone Communication Mastery; Pinnacle Team Leadership; Relationship Architecture; Client-Centric Engagement; Time Management Mastery; Innovative Problem Solving; Adaptive Dynamism; Strategic Visioneering; Leadership Cultivation; Meticulous Attention to Detail; Exemplary Service Delivery; Market Insight Mastery; Event Alchemy; Motivational Leadership Catalyst; Maintaining Office Equipment; Maintaining Calendars; Meeting Preparation; Providing Office Support; General Administrative Support Functions; Written Report Preparation; Informal Communication; Relevant Communications; Clinical Office Support

PROFESSIONAL EXPERIENCE

Assistant Manager - Confidential Secretary to Secretary General

Jul '08 - Present

Shikshayatan Foundation

Kolkata

- Revamped Communication: Engineered 30% faster response through refined communication pathways.
- Efficient Document Nexus: Propelled 25% higher efficiency in document retrieval via innovative organization.
- Precision in Correspondence: Garnered trustee acclaim for clarity and precision in impactful correspondence.
- Meeting Synergy: Elevated meeting effectiveness by 20%, facilitating informed decisions.
- Administrative Paragon: Maintained impeccable administrative files, lauded for meticulous order.
- Expeditious Minute Crafting: Accelerated Monthly Report preparation by 40%, enhancing follow-up agility.
- Handled Press Communications Public Relations: Successfully managed media relations and public image for the Shikshayatan Foundation, ensuring positive coverage and enhancing the organization's reputation.
- Proactive Event Planning: Assisted in planning and executing various fundraising events, resulting in increased donor engagement and financial support.
- Efficient Calendar Management: Effectively managed the Secretary General's busy schedule, ensuring all appointments and commitments were met on time.
- Confidentiality and Discretion: Maintained utmost confidentiality in handling sensitive information and maintained discretion in all interactions and communications.
- Collaborative Team Player: Actively contributed to team success by supporting colleagues, providing assistance when needed, and fostering a positive work environment.
- Continuous Learning: Pursued professional development opportunities to enhance skills and stay updated with emerging trends and best practices in office administration.

Senior Executive	Apr '08 - Jul '08
Jalan Insurance Agency Private Limited	Kolkata
<ul style="list-style-type: none"> Client Base Amplification: Catalysed 45% expansion, fuelling 30% revenue surge over five years. Strategic Alliances: Forged alliances amplifying product scope by 15%, heightening competitiveness. Team Dynamics Mastery: Propelled team productivity by 20% through mentorship and motivation. 	
Executive (Front Office)	Feb '08 - Apr '08
Castrol India Limited	Kolkata
<ul style="list-style-type: none"> Vendor Relationships: 20% reduction in supply turnaround time and 15% operational cost cut through streamlined interactions. Canteen Operations: 95% customer satisfaction and 15% operational cost reduction. 	
Executive – (Front Office)	May '07 - Jan '08
Usha Martin Limited	Kolkata
<ul style="list-style-type: none"> Guest Relations Excellence: 98% guest satisfaction and 10% unauthorized absenteeism reduction. Attendance Optimization: Spearheaded robust attendance tracking system. 	
Jr. Executive - Patient Service	Jul '99 - Apr '07
Apollo Gleneagles Hospitals Ltd.	Kolkata
<ul style="list-style-type: none"> Patient Care Enhancement: 70% increased patient satisfaction. Cash Flow Management: Efficient transactions, and accurate reporting. 	
Sr. Executive - Marketing & Servicing	Jul '92 - Aug '96
Mercard Master Card Ltd.	Kolkata
<ul style="list-style-type: none"> Top Sales Performance: 15% market share growth, sales excellence. 	

EDUCATION

Post Graduate Diploma Human Resource Management	Jan '22
St.Xavier's College (Autonomous)	Kolkata
Ranked 3rd with First Class.	
Post Graduate Diploma in Counselling	Jan '20
University of Calcutta and Legal-Aid Services	Kolkata
Ranked 5th with First Class.	
Diploma in Computer Application	Jan '91
CAD CAM Consultants Private Limited	Kolkata
Bachelor of Science	Jan '91
University of Calcutta	Kolkata

TRAININGS ATTENDED

- Customer Interaction Mastery: Enhanced customer-facing skills through Calcutta Management Association training.
- Motivation Enhancement: Augmented motivation and dedication via Apollo Gleneagles Hospitals HR training.

EXTRA-CURRICULAR ACTIVITIES

- Dance Distinction: Earned 1st Class distinction in the 5th year Kathak Dance Course from Prayag Sangeet Samiti, showcasing commitment and artistry.
- Event Leadership: Key contributor to the successful execution of the 3rd South Asian Federation Games as part of the Reception Committee.

PERSONAL INFORMATION

DATE OF BIRTH: 6th March 1970

MARITAL STATUS: Married

LANGUAGE PROFICIENCY: English, Bengali, Hindi