MONISHA CHATURVEDI

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**SUMMARY**

A performance oriented managerial level position with an organisation where my expertise and experience can positively impact the organization’s productivity and growth. Organized and motivated employee eager to apply time management and organizational skills in various environments. Multitalented professional with over 8 plus years in top-tier organizations. Skilled at close work with senior executive team. Robust history offering office management, administrative management.

**SKILLS**

Application (MS Office (MS Word, MS Excel & MS PowerPoint etc.) and Internet.

Software (Sales Accounting System & ERP).

Social Media

Executive Presentations

Invoice Preparation

Correspondence and Memos

Reports and Financial Statements

Recordkeeping and Documentation

Administrative Support

Critical Thinking

Document Filing and Retrieval

Verbal and Written Communication

Administrative Oversight

Bookkeeping and Basic Accounting

Strong Problem Solver

Articulate and Well-Spoken

Excel Spreadsheets

Social Media Knowledge

Professional and Mature

Proper Phone Etiquette

Sales Monitoring

Teamwork and Collaboration

Team Leadership

Documentation and Reporting

Work Planning and Prioritization

Customer Relations

Time Management

**EXPERTISE**

A multi-talented Back Office Manager with an extensive experience of handling

* Customer service relation and communication
* Documentation digital/hard copy
* Inter-department communication/liaison for client’s requirements
* Individual Client’s account management
* Team Handling
* Smooth transaction till closure
* Contract making and signing
* Contract pursual and closure
* Management reporting system

**ACOMPLISHMENTS**

* Solely worked on project for getting APF (Approval for Project Finance) from Financial Institutions and succeeded there, this brought LIC Housing finance to get collaborated with Ansal for project financing as well as financing clients of Ansal. It helped in getting more business in optimization.
* Individually recovered approx. 1.5 million in short span of 3 yrs. from defaulter payees either by recovery or by resale of the unit.
* In short span of 4 months individually stream lined the operational working of a respective project and the collection against outstanding dues of more than 2 million
* Successful hand over of Luxurious project within stipulated time given by management

**WORK EXPERIENCE/ VOLUNTEERING**

***Marketing and Promotions Lead /*** *Mukul Hindi School, OSDCB (Ottawa)* ***01/2023-Present***

***(Volunteer Work)***

* Working as a volunteer leading Marketing and Communication of school. This profile it to Promote School on various platforms in Ottawa.
* Create digital promotional stuff for marketing and Promotion
* Handle School’s social media
* Keep updating Parents about upcoming events organizing by School for students
* Other Marketing and Promotion related work which helps school to grow

***Executive Assistant to A.E.O*** */ Westmount Realties Inc. (MONTREAL)* ***10/2018 – 12/2018***

* Have worked with Real Estate Agency “Westmount Realties Inc.” dealing in sale/purchase of large rental /end using buildings, most of the areas of Montreal and West-Island.
* Preparing presentations to offer property for sale, including confidentiality Agreement, property description, Property pictures, Compensation Agreement, existing mortgage on property (if any).
* Also have assisting him in putting new listings on CIGM real estate site
* have idea of JLR, “Register Forcier du Quebec” other real estate related sites
* Collection of property data like income from the property and expenditure on property to give actual idea to client
* Sending emailer to the existing clients to inform about upcoming property in market

***Assistant Manager-CRM*** */ Avinash Bhosale Infrastructure Ltd. (INDIA)* ***09/2013- 04/2016***

* In charge of after sales services of 3 high end luxurious projects
* Help sales team in calculation of total price of a unit for prospective customers.
* Accounting calculations of installment, interest lavied(any), taxes on payment and other transactional calculations
* Manage all the client interactions (communication, coordination & grievance) from booking of a unit/house, sales deed execution till possession of the unit
* Efficient coordination with various departments’ heads within the organization and govt. office (for registration) to provide flawless product to the customer
* Prepare MIS reports required by top management - sales review presentation, cash flow, sales plan, outstanding report, collection report
* Check individual apartments (in case of any snag is there) before hand-over of apartment during possession
* Successfully handled customization issues of High-end clients regarding their respective apartments
* Provide necessary assistance to High-end clients after possession in case of any technical/ aesthetic issues
* Worked on defaulter payee’s units for better collection/recovery of funds. Keep on intimating by sending written communication to defaulter payees
* Handling unit transfer cases of site and head office.
* Sending representative letters and explanation notes to respective High-end clients
* Handle petty cash account of 2 different project sites

***Asst. Manager (H.O.D.)-CRM*** */ Sairung Developers & Promoters Pvt. Ltd. (INDIA)* ***05/2012 – March’2013***

* Manage the team of 8 executives.
* Provide necessary support to staff in working and client handling.
* Land allotment in various schemes.
* Co-ordination with various department heads for smooth functioning.
* Supply efficient time management for work processing betterment. Framing work direction and plan for the associates at site office after thorough assessment of their capabilities.
* Manage all the back-office work from booking of a unit till sale deed execution of the unit.
* Handling unit transfer cases of site and corporate office.
* Sending representative letters and explanation notes to respective clients.
* Successfully handled customer grievance (after sales) up to their satisfaction.
* Continuous communication with defaulter payee’s units for better collection/recovery of funds.
* Provide training to management trainees in respect of software and all documentation used within the organization

***Asst. Manager-Sales & marketing Support*** */ Ansal Properties & Infrastructure Ltd. (INDIA)*  ***12/2010- 05/2011***

* Visit various site offices( Punjab region) on regular basis( every alternative month) to check the smooth functioning
* Provide necessary support to site office working of software (ERP) package and client handling.
* Supply efficient time management for work processing betterment. Framing work direction and plan for the associates at site office after thorough assessment of their capabilities.
* All the back-office work from booking of a unit till sale deed execution of the unit.
* Assist in allotment of units under various schemes.
* Handling unit transfer cases of site and corporate office.
* Sending representative letters and explanation notes to respective clients.
* Successfully handling customer grievance (after sales) up to their satisfaction.
* Communication with defaulter payee’s units for better collection/recovery of funds
* Handling broker bills verification till payment.

***Senior Executive-CRM*** */ Purearth Infrastructure Ltd. (INDIA)* ***05/2010 – 12/2010***

* Framing work direction and plan for the associates after thorough assessment of their capabilities.
* All the back-office work from booking of a unit till sale deed execution on the unit.
* Offer necessary support to those parts of huge work volume.
* Preparing representative letters and explanation notes to respective High-end clients.
* Successfully handling customer grievance (after sales) up to their satisfaction.
* Working on defaulter payee’s units for better collection/recovery of funds.
* Keep on intimating by sending written communication to defaulter payees
* All the work related to booking, transferring and sale deed execution of the unit.

***Executive Sales and Accountings*** */ Ansal Housing & Construction Ltd. (INDIA)* ***11/2006 – 03/2010***

* Successfully handling customer grievance (after sales) up to their satisfaction.
* All the back-office work from booking of a unit till sale deed execution on the unit.
* Preparation of monthly sales statement & Budgeting.
* Offer necessary support to those parts of huge work volume.
* Supply efficient time management for work processing betterment.
* Preparing representative letters and explanation notes to respective High-end clients.
* Working on defaulter payee’s units for better collection/recovery of funds. Keep on intimating by sending written communication to defaulter payees
* Efficiently managing branch office administration regular basis.
* Handling Branch’s petty cash book.
* Provide necessary proceeding for creating work flow analytical reviews, process writing as well as special assignments.
* Supply efficient time management for work processing betterment.
* Providing analysis reports on branch office performance.
* Keep updating software with installment paid by existing High-end clients.
* Deal with Banks regarding CMS and other transaction between company & banks
* Bank reconciliation on daily basis for Agra transactions only & keep updating H.O. for the same.
* Intimate customer regarding dishonor of cheque (if any).

**EDUCATION AND TRAININGS**

* **Master Degree:** Masters of Business Administration 2009

AMITY SCHOOL, INDIA

* **Bachelor Degree:** Commerce 2004

Dr. B.R, Ambedkar University, INDIA

* **Training:** Organizational Behavior; Business Etiquette; Presentation Skills & Effective Communication; Personality Development.

IIM Calcutta INDIA

**CERTIFICATIONS**

* **Certification:** Foreign Trade Management (INDIA)
* **Certification:** TALLY SOFTWARE FOR ACCOUNTING (INDIA)

**LANGUAGES**

* English - Professional
* Hindi - Native
* French - beginner