

Sonia Colin Santhwan

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Objective

To be an integral part of a professionally managed and progressive Organization, which provides a conducive environment for growth and self development, where I can display and apply my professional skills & experience acquired till date.

Strength

Result oriented professional with strong analytical, interpersonal, verbal and communication skills. Dedicated, energetic, self-motivated, individual add positive attitude that enables me to handle responsibilities and pressure work situation.

Work Experience:

Benetton India Pvt Ltd: Italian Fashion Brand

Front Office & Administration Sep2018- Present

Handling Front Office, incoming call, Day to day, Emails responses and follow-ups. admin function vendor mgmt. Manage agendas/travel arrangements/appointments etc. for the upper management. Assisting with team for Travel Desk Queries. Track stocks of office supplies and place orders when necessary also complete vendor's payments processing, verifying and reconciling invoices. Cab booking for the staff. Keep Record of stationary.

Organize the events in festive season.

International Business Advisors: Legal & Financial Advisory Firm

Front Office & HR Executive June 2018 – Sep 2018

Handling Front Office, incoming call Collect and distribute parcels, other mails & maintaining the tracker. Day to day work of MD, Mgmt of meeting scheduling, Emails responses and follow-ups. HR related function scheduling interview, admin function included ticketing, hotel booking, and vendor mgmt. assisting with team for Travel Desk Queries. Also support HR Team in recruiting coordinate with candidates & Consultant.

Immigration Help: Immigration Consultancy Firm based out of Delhi India providing Immigration services for Australia, New Zealand & Canada

Administrator & Documentation Coordinator February 2017 – May 2018

Responsibilities:

Handling administration, backend operations and documentation work with regards to immigration services, my job responsibility also includes follow-up with clients with regards to documents related to immigration and handling walk-in clients. Also support the day to

day work of MD, Mgmt of meeting scheduling, Emails responses and follow-ups. HR related function scheduling interview, admin function included ticketing, hotel booking, and vendor mgmt.

Egon Zehnder Information & Research Services (*Division of Egon Zehnder International*)

Egon Zehnder International is the largest privately held search firm in the world with more than 300 consultants located in 58 wholly owned offices in 36 countries. The firm specializes in senior level executive search, board consulting and director search, management appraisals, and talent management. The Company provides professional recruitment, candidate screening, employee consulting, board consulting, management appraisal, leadership development and team effective review services.

Subject Matter Expert Data Quality (2014 – January 2015)

Responsibilities

- Design training curriculum using client inputs.
- Work closely with the Ops and quality team to use data from floor in training and to customize training according to Project/process.
- Observe and evaluate trainee performance during real time training sessions.
- Track and maintain trainee attendance and trainee certification records for audit purposes.
- Initiate and participate in projects of the team and the department
- Conduct refreshers for new joiners & tenured people.
- Allocate work & set their deadlines, Responsible to improve team quality & productivity of my team.
- Enrich the Database by creating Candidate Profile's from different sources i.e. CV, LinkedIn, Biographies, Web Profiles. Analyse the Data received from different sources and capture the data according to the set standards and procedural guidelines.
- Select the activity of the person concerned by analyzing the Qualification and the past work experience.
- Searching Different Companies Business Sector through Google and analyze the sector of the company.
- Applying the job skills accordingly and sharing the knowledge, learning and experience with the team members. Auditing the assignments.
- Handling the process and maintaining Audit Reports for the Team.
- Maintain client relationship through Emails.
- Creating and generating reports for the clients.
- Have been imparting training to the new joiners and resolving queries
- Taking care of other critical processes when needed.
- Responsible for checking quality of the work done by other team members and providing feedback

Achievements

- Was Awarded as GEM (Go Extra Mile) of the Team for my exemplary Performance.
- Become SME – Data Quality.

Associate Information Management, Data Quality (2010 – 2013)

Responsibilities

- Enrich the Database by creating Candidate Profile's from different sources i.e. CV, LinkedIn, Biographies, Web Profiles. Analyse the Data received from

different sources and capture the data according to the set standards and procedural guidelines.

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- Responsible for checking quality of the work done by other team members and providing feedback

Achievements

- Was Awarded as GEM (Go Extra Mile) of the Team for my exemplary Performance.
- Become Trainer of the Team for Coding.

Associate Information Management, Data Capture (2004 – 2010)

Responsibilities

- HR Consulting work - Identify the candidate and capture all the information into the Adapt (Adapt is a unique software maintain by in only EZI).
- Profile Transcription of CV's from our clients (EZI Offices from around the World).
- Coding of CV's on Business Sector, Activity, Level of Responsibility, Type & Scale of Organization.
- Entrusted with Independent charge of Copenhagen (Denmark) & Geneva/ Zurich (Switzerland) offices. My responsibilities involve: Communicating with the client via E-mail and telephonic conversation; Receiving, assigning & delivery of work on specialized software.
- Keeping guidelines up to date by incorporating feedback continually; Handling MIS – Weekly / Monthly.
- Training new recruits on: Process Application & Software used by Company, Company products and services with client information.
- Assisting clients in short-term projects: Confidential Reports, Profiles etc.
- Was given Independent charge of a project from our Asian Offices of building a Database of 500 Asian **Board of Directors (BOD's)** which involved comprehensive Research of Various Companies. The project was completed before the deadline and received appreciation by our Asian Offices.
- Some small project like: Yellow Pages Group - Board Member in North American, Philips GM Talent Review in Palo-Alto, Micronas – Board Member in Zurich

Achievements

- In 3 months, I attained a level of proficiency where after Quality Checking of my work was waived off.
- Was given Independent charge of 2 new offices much before my peers and some seniors.
- Chosen as Candidate for Cross-Training Program.
- Received Appreciation from client offices for Independently held projects

GM Modi Hospital (Division of MCorpGlobal)

GM Modi Hospital and Research Centre for Medical Sciences is a Multi-specialty critical care medical facility hospital, offering healthcare in a caring and friendly environment. Centrally located in Saket, South Delhi, the hospital is managed by a handpicked team of

internationally qualified and experienced healthcare professionals. Equipped with state-of-art technology, the hospital offers a complete range of Medical and Surgical specialties, both Outpatient and Inpatient.

PRO (Patient Relations Officer) / Health Checkup In charge (Jan 2003 – Dec 2004)

Responsibilities

- In the areas of Personnel Management I was responsible for maintaining personal files of patients and update their reports with approval of top management from time to time.
- In the area of general administration I was responsible for up-keep of office equipments and housekeeping, purchase of office equipments, purchase and printing of office stationery.
- Coordination with the Doctors in organizing various activities like conferences, seminars and workshops.
- Patient Satisfaction Survey. Collect feedback from patients & solve their problems in coordination between management & doctors.
- As a Health Checkup In-charge, I was handling all the checkups and reports related activity.

Vision Telecoms Pvt. Ltd (*Dealing in Office Automation*)

Office Assistant / Customer Coordinator (2001 – 2003)

Handling administration, day to day work of MD, Mgmt of meeting scheduling, Emails responses and follow-ups. HR related function scheduling interview, admin function included ticketing, hotel booking, and vendor mgmt

Professional Qualification:

3 Year's Diploma in Computer Science from DOEACC

Qualifications

- **10th and 12th** Passed from C.B.S.E
- Graduate from Delhi University in **Bachelor of Arts**

Personal Details

Name	:	Mrs. Sonia Colin Santhwan
Spouse Name	:	Mr. Colin Godwin Santhwan
Sex	:	Female
Marital Status	:	Married
Nationality	:	Indian
Languages Known	:	Hindi and English
Hobbies	:	Listening to Music, Surfing Net, Interacting with people and Learning new things.