



LAKSHMI SANMUGAM

Personal secretary

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Chennai, Tamilnadu 600119

SKILLS

- Accurate typing skills
- Operational backend support
- Effective time management
- Multitasking abilities
- Detail-oriented approach
- Strong organizational skills
- Clear communication skills
- Schedule organization
- Office administration
- Document preparation expertise
- Calendar oversight
- Coordination of meetings
- Travel logistics planning
- File system organization

Advanced multitasking

Meeting coordination

Documentation and reporting

LANGUAGES

Tamil - Native:

English - Advanced:

Malayalam - Intermediate:

Hindi - Intermediate:

PROFESSIONAL SUMMARY

Detail-oriented administrative specialist with a solid foundation in managing schedules, coordinating meetings, and handling correspondence in fast-paced environments. Proven ability to drive operational success and support team goals through efficient and accurate task execution. Seeking to leverage these skills in a new field.

WORK HISTORY

October 2025 - Current

Executive Secretary To MD And Operations Executive, Promed Hospital , Kottivakkam

- Managed executive schedules, coordinating meetings and appointments efficiently.
- Facilitated communication between departments to ensure information flow and operational continuity.
- Developed and maintained filing systems, enhancing document retrieval processes.
- Prepared comprehensive reports and presentations for executive meetings to support decision-making.
- Handled scheduling for executive's calendar and prepared meeting agenda and materials.
- Assisted in preparation of financial reports, budgeting and forecasting for executive office.
- Boosted morale within teams by fostering a positive work environment with open lines of communication.
- Facilitated smooth travel arrangements for executives, ensuring seamless itineraries and accommodations.
- Collaborated with various departments to develop cohesive strategies for achieving organizational goals.
- Produced accurate office files, updated spreadsheets, and crafted presentations to support executives and boost team productivity.

April 2025 - October 2025

Personal Secretary, VEE YSS Robotics Lifestyle, Chennai, Tamilnadu

- Performed research tasks using the internet or library resources.
- Ordered supplies as needed to maintain an adequate inventory of office products.
- Facilitated comprehensive administrative assistance to executive staff through effective calendar coordination, travel planning, and expense documentation.
- Created spreadsheets and databases to track data related to personnel files and records.
- Maintained a high level of discretion when dealing with sensitive information.
- Assisted with the development of new procedures for streamlining daily operations.
- Developed effective filing systems for organizing confidential documents and records.
- Managed executive schedules, ensuring optimal time allocation and meeting coordination.
- Organized company events and meetings, ensuring all logistical aspects were executed flawlessly.
- Trained new administrative staff on office protocols, enhancing team productivity and cohesion.
- Handled confidential information in professional manner.
- Maintained strict confidentiality in all aspects of personal, financial, and corporate information.
- Developed filing systems that improved document retrieval efficiency and organization across departments.
- Prepared and edited correspondence, reports, and presentations to ensure clarity and professionalism.
- Demonstrated flexibility adapting quickly when new tasks or responsibilities arose, maintaining a high level of performance under pressure.

November 2024 - March 2025

CRM, AGC Technologies, Chennai, Tamilnadu

- Led the implementation and management of CRM software, resulting in a 30 percent increase in customer retention and a 20 percent boost in sales.
- Developed and executed targeted marketing campaigns using CRM data, improving lead conversion rates by 25 percent.
- Collaborated with cross-functional teams to integrate CRM with other business systems, streamlining operations and reducing data entry errors by 40 percent.
- Conducted training sessions for staff on CRM usage, enhancing team productivity and user adoption by 50 percent.
- Analyzed customer data to identify trends and insights, providing actionable recommendations that increased customer satisfaction scores by 15 percent.

December 2023 - August 2024

Data Entry Executive, CAT Online Company, Chennai, Tamilnadu

- Managed data entry tasks with 99% accuracy, handling up to 500 records per day using Excel and proprietary software.
- Streamlined data entry processes, reducing task completion time by 20% through process optimization and automation.
- Trained and mentored 5 new data entry clerks, enhancing team productivity by 25%.
- Resolved data discrepancies and errors promptly, improving data reliability and reducing error rates by 10%.
- Utilized SQL for data retrieval and manipulation, contributing to faster data processing and reporting.
- Generated daily and weekly reports to assist management in decision-making, improving operational efficiency.
- It's an online company I work here as an online staff.

December 2023 - August 2024

Video Editor, Naro Studio's, Chennai, Tamilnadu

- Edited over 50 video projects including corporate films, advertisements, and social media content, enhancing engagement by 30%.
- Collaborated with a creative team to develop and execute video concepts, ensuring alignment with brand guidelines.
- Utilized Adobe Premiere Pro and After Effects to create high-quality video content, maintaining a 98% client satisfaction rate.
- Led post-production processes, including color correction, audio mixing, and visual effects, reducing turnaround time by 20%.
- Managed video project timelines and budgets, delivering all projects on schedule and within budget constraints.

EDUCATION

July 2026

Bachelor Of Arts, Business Administration

Madras University, Chennai

July 2025

Bachelor Of Science, CSE

SMK FOMRA INSTITUTE OF TECHNOLOGY, Chennai

April 2022

12th

Government Higher Secondary School, Chennai

HOBBIES AND INTERESTS

Story writing, Script writing, Editing, Voice artist, Dance