

Srinivas Budarapu

Office Administrator & Administrative Professional



Detail-oriented and proactive Administrative Professional with over 6 years of experience in office administration, customer service, and administrative support. Adept at managing day-to-day office operations, handling HR tasks, and supporting cross-functional teams. Skilled in utilizing Microsoft Access and ERP systems to streamline operations and enhance efficiency. Demonstrated expertise in communication, time management, and team leadership, with a proven track record of maintaining high customer satisfaction. Known for strong organizational skills and the ability to handle multiple tasks while ensuring accuracy and timeliness.

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Bur Dubai, United Arab Emirates ◆ Indian ◆ Male ◆ 1ST May 1993

EXPERIENCE

Oct 2021 - Present | ILG EMEA, DWC, UAE

Warehouse Incharge / Warehouse Co-ordinator

- Oversee daily office operations, ensuring smooth administrative processes including documentation, customer communication, and HR-related support.
- Maintain accurate **inventory records** and manage **data entry** into ERP systems (Dynamic NAV), ensuring all stock movements are logged with precision.
- **Provide administrative support** to cross-functional teams, facilitating effective communication between logistics, sales, and management departments.
- Coordinate with HR to handle employee records, assist with **recruitment processes**, and manage payroll documentation, improving administrative efficiency.
- Lead and mentor a team of warehouse staff, ensuring tasks are completed on time while fostering **teamwork** and collaboration.
- Assist with **strategic planning** for operations, helping the management team optimize resource allocation and streamline workflow.
- Address and resolve customer inquiries, maintaining a 100% customer satisfaction rate through effective **communication** and timely issue resolution.

Oct 2017 - Sep 2020 | Calico Metal Ind Pvt Ltd, India Backend

Executive

- Supported day-to-day administrative functions, including data entry, report generation, and the preparation of financial documents such as purchase orders and invoices.
- Delivered customer service support, responding to inquiries and resolving issues promptly, enhancing client relationships and improving retention.
- Collaborated with the sales team to process and track orders, ensuring smooth communication between departments and with external vendors.
- Prepared quotations and sales documents, ensuring all financial information was accurate and in compliance with company standards.
- Supported management with strategic planning and execution of office procedures, contributing to improved operational flow.

SKILLSET

- Office Administration
- Administrative Assistance
- Customer Service & Communication
- Team Leadership & Teamwork
- Time Management
- Negotiation & Conflict Resolution
- Microsoft Access & Data Entry
- Strategic Planning & Research
- Sales & Client Relations
- Accounting & Financial Documentation

EDUCATION

- Bachelor of Commerce (B. Com) from RVV IILP Institute Mumbai, India (2015)

TECHNICAL SKILLS

- ERP Systems: Dynamic NAV, Microsoft Access
- Documentation Tools: Quotation preparation, Invoice management, Shipping documentation
- Warehouse Management Systems (WMS)
- MS Office Suite: Word, Excel, PowerPoint