

FALGUNI BISWAS

ADMINISTRATIVE ASSISTANT - Office Operations, Data Management & Customer Service

✉ falguni.snowwhite@gmail.com

☎ 639-525-9585

📍 Canada

in [LinkedIn](#)

SKILLS

- **Administrative Operations:** Front Desk Management, Documentation Management, Office Record Tracking.
- **Office Software & Systems:** Microsoft Excel, Word, Google Workspace, Teams, Slack, ERP Office Systems
- **Data Management & Reporting:** Digital Documentation Systems (Scanning, Indexing and Retrieval).
- **Mail & Office Processing:** Incoming & Outgoing Mail Processing and Internal Office Correspondence.
- **Office Inventory & Logistics:** Office Supply Inventory Management, Supply Ordering, Service Coordination.

WORK EXPERIENCE

Service Clerk - File Maintenance

August 2024 - Present

Safeway

Saskatchewan, Canada

- Directed 150+ weekly telephone, email, and in-person inquiries, routing requests to appropriate departments and reducing response delays by 20%.
- Processed and logged 200+ incoming and outgoing mail items each week, ensuring timely distribution of internal correspondence and official documents.
- Digitized and indexed over 500 records monthly through scanning and electronic filing systems, improving document retrieval time by 30%.
- Maintained filing structures for physical and digital records, supporting accurate tracking and secure storage of departmental documentation.
- Monitored office supply inventory across departments and coordinated supply orders, maintaining uninterrupted availability of essential materials.
- Retrieved archived files and produced document copies for over 50 monthly internal requests, ensuring accurate tracking of file movement and document control.
- Updated administrative databases through accurate data entry of records and departmental documents, maintaining consistent and error-free information systems.
- Distributed courier packages, internal memos, and departmental notices daily, ensuring timely communication across administrative teams.

Assistant Manager - Admin & HR

March 2018 - May 2022

Infolady Social Enterprise Ltd.

Dhaka, Bangladesh

- Administered front desk operations by managing visitor registration, appointment coordination, and daily office inquiries for 80+ monthly staff and external visitors.
- Implemented a centralized digital filing system for administrative and HR records, reducing manual document processing time by 35%.
- Created standardized document and email templates used across departments, accelerating response time to internal and external requests by 25%.
- Maintained employee attendance, leave records, and personnel documentation for 100+ staff members using structured tracking systems.
- Coordinated logistics for monthly office canteen operations serving 50 employees, overseeing vendor scheduling and supply tracking.
- Conducted quarterly staff engagement events and internal meetings, managing scheduling, documentation, and event coordination.
- Prepared administrative reports and internal documentation to support HR and management decision-making processes.
- Monitored office supply usage, collaborated with vendor purchases, and tracked equipment servicing schedules to maintain uninterrupted office operations.

EDUCATION

Post Graduate Diploma in Human Resource Management

January 2017 - February 2018

Bangladesh Institute of Management, Dhaka, Bangladesh

Master of Criminology

March 2012 - April 2014

Mawlana Bhashani Science & Technology University, Tangail, Bangladesh

Bachelor of Criminology

July 2007 - March 2010

Mawlana Bhashani Science & Technology University, Tangail, Bangladesh

ACCOMPLISHMENTS

- Volunteer Service - Regina Food Bank