



91+ 7044012885



Mondalkathrine@gmail.com



Kolkata, India

Education

Sister Nivedita University
MBA. HR (2023 - 25)

St. Xavier's college, Kolkata
BA. Political science

Assembly of God church school

Class XII

Our Lady Queen of the Mission school
Class X

Expertise

Digital Marketing

Virtual assistantce

Coustomer support

SEO

Backend operations

Language

English

Nagamese

Hindi

Bengali

KATHRINE MONDAL

Objective

To contribute my skills in communication, problem-solving, and teamwork to a dynamic organization, with the goal of growing into a leadership role through continuous learning and professional development.



Work Experience

2025

-

Present

Triax Engineering, LLC

Senior Admin assistant & coordinator

- Administrative & Operational Support: Team scheduling, document management, remote office coordination.
- HR admin: Taking care of the payroll for employees that violate traffic, onboarding new employees
- Project Coordination: Tracking milestones, updating documentation, and assisting team members
- Customer Support: First-line user support, troubleshooting, and maintaining a knowledge base.

2023 (Jan)

-

Dec

Routespring (US based startup)

Senior customer service officer

- - Answering customer's travel queries in airline ticketing arrangements, hotel accommodations and car rentals.
- - Providing information on products and services, and up-to-date pricing and availability information.
- - Managing corporate travel data and providing end to end client support.

Citi Bank

Service Process co-ordinator

2021

-

2022

- Coordinating with the on-site team of UAE for all account opening applications.
- - Ensuring all information and documentation comply with local regulation and Citi standards.
- - Sending the requests to Outreach/RM for accounts where information is required to complete the review.
- Communicate daily with management on productivity, quality, availability, Management Information System (MIS) indicators, as well as providing written and oral communications to supported business areas for approval of correct financial entries and resolution of incorrect entries

2022

-

2023

Founder of Fitsbykat

Instagram Thrift store

- Developed and implemented social media marketing strategies, growing the store's instagram presence and increasing engagement .
- Managed customer inquiries, orders and shipping logistics single handedly

2019

-

2020

Fine Arts society - St. Xavier's College

PR & communications

- Assisted in planning and executing college events.
- Created and distributed marketing materials, such as posters, social media content on Facebook and Instagram to increase events visibility.