

Vinay Hira
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PIMCO, New York, NY

Assistant - Financial Institutions Group

September 2019 - Present

- Providing direct support to the Executive Vice President and Senior Vice Presidents in Financial Institutions Group, and cooperatively managing oversight responsibilities across PIMCO's domestic and international FIG team.
- Maintaining complex and detailed calendars; resolving scheduling issues between firms, and across time zones.
- Screening and determining priority of incoming calls and emails.
- Arranging and coordinating international and domestic travel - ensuring trips are within PIMCO travel policy.
- Processing and submitting expense reports using Concur; maintaining PIMCO expense policy and regulation.
- Organizing all aspects of onsite and offsite conferences, external events and client meetings; including catering, print production, transportation and branding.
- Client Relationship Management software administration - updating and maintenance of sensitive client data.

Uptown Stories, New York, NY

Operations Manager

December 2016 - August 2019

- Provided comprehensive administrative and operational support to the Chief Executive Office of literacy non-profit.
- Managed daily operations of staff, students, and facilities. Ensured teaching locales and office space is in order.
- Managed the Chief Executive Officer's and organization's calendar. Scheduled meetings, appointments and callbacks.
- Collected, organized and visualized all data for grant applications.
- Implemented more efficient payment integration, increasing fundraising revenue and student retention.
- Confidentially tracked and managed donors' payments and sensitive information.
- Initiated migration project to Google Docs and Slack, optimizing our need for office space by allowing multiple freelancers to work on projects.
- Spearheaded recruitment, creating and posting job vacancies, and completing candidate pre-screening and interviews.
- Managed new employee on-boarding, including preparation of offer letters and all on-boarding documents and contracts, as well as benefits, compliance and payroll administration for all employees.

Winged Keel Group, New York, NY

Assistant Underwriter - Temporary Employee

May 2016 - July 2016

- Collected data from clients, medical providers and other insurance companies, completed full application process on behalf of client. Reported to head of underwriting.

Mecca Entertainment, Vancouver, Canada

Executive Assistant

June 2014 - May 2016

- Provided comprehensive administrative and personal support to the Chief Executive Officer.
- Provided additional support specific to the international release of the film 'Jackhammer'.
- Managed business and personal calendars; coordinated and prioritized meetings, dinners, logistics for global travel, and personal research.
- Prepared presentations using Microsoft Office Suite and Adobe Creative Cloud for executive meetings.
- Maintained social media for the organization, the film, and the personal accounts of the Executive Producer.
- Increased advertising revenue by 27% by implementing graphical data visualization for advertising sales negotiations.
- Coordinated with A-level celebrities and production crews, providing top-level client services.
- Managed billing, vendor payments, and payroll using QuickBooks.

Talentcor, Vancouver, CA

Contractor

Project Team - Homewood Health Solutions

January 2014 - June 2014

- Supported the Chief Operations Officer in total rebranding project of governmental health and addiction clinics.
- Facilitated rebranding training across multiple therapists and healthcare providers across several time zones.
- Liaised with Federal governments to ensure regulatory and privacy compliance.
- Ensured rebranding continuity by coordinating printed materials, phone and email etiquette and staff uniforming.

Talentcor, Vancouver, CA

Contractor

Administrative Assistant - IATS Payments Solutions

October 2013 - January 2014

- Reported directly to, and provided support for the Sales team of non-profit payment integration company.
- Collated non-profit sector tax data for regulatory auditing.
- Conducted data entry and quality control in Salesforce and Guidestar.
- Maintained in-house billing systems.

Partners Life, Auckland, New Zealand

Operations Assistant

December 2012 - September 2013

- Operative role in new business, liaising with brokers on commissions, processing client medical and financial data for actuaries and underwriters.
- Calculated and paid commissions to brokers.
- Answered phones, email inboxes and responded to inquiries from brokers and clients.

OnePath, Auckland, New Zealand

Underwriting Assistant

December 2011 - December 2012

- Provided dedicated administrative support to the Chief Underwriter of new business team.
- Managed correspondence from both brokers and clients, and oversaw calendar and scheduling for Chief Underwriter.

ING Life, Auckland, New Zealand

Client Services Team Leader

January 2008 - April 2011

- Managed a team of 23 customer service representatives, reporting to the Head of Operations.
- Sourced, interviewed, on-boarded and trained all new hires for the team.
- Organized and executed company wide holiday parties, team building excursions and events.
- Produced team productivity reports for management.

Education

University of Auckland, New Zealand - Bachelor of Science (Marine Science & Plant Pathology)

Skills

Software: Talisman, Sonata, Underwriting Engine by Cisco, Salesforce, Premiere Pro, Logic Pro, InDesign, Photoshop, Wordpress, Microsoft Office Suite, SPSS, QGIS, Guidestar, ARCGIS, Sharepoint, SmartOffice, Slack, Buffer, Hootsuite, Microsoft CRM, Concur, Fieldglass