**Zainab**

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| **OBJECTIVES** |  |

To obtain a challenging position where my experience of personnel management, team handling, customer support, recruitment and administration is used to increase overall effectiveness of company’s workforce.

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| **CAREER SUMMARY** |  |

* **Master’s degree in Business Administration and SAP HR training**
* 6 years and a month of experience in Customer Service, Human Resource, Back office, Operations & Administration in BPO’s & KPO’s, Fabrication and production Industry.
* Experience of working at every level right from the Sales fulfillment executive to the Team leader Operations.
* Team Handling, training and mentoring capabilities with successful track record.
* Achievement of breaking target records within couple of months of joining every company.
* Flexible and adapted to rotational shift environment.
* Self-motivator with ability to multitask and prioritizing tasks with attention to detail
* Recognized for good performance and customer service, adherence to Company’s Policies & Procedures and team management skills
* Like challenging work, friendly, enthusiastic and adaptable.

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| **PROFESSINAL EXPERIENCE** |

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| **Organization : Pulsar BTL Production and Services Industry - LLC**  **Duration : Feb’ 2016 – May’2016 (3 Months)** |  |
| **Profile : Senior HR Executive** |  |

**Responsibilities as Senior HR Executive**

* Provide advice and assist with day to day operations of the HR functions and duties
* Co-ordinate with PRO for complete Visa processing cycle as per the UAE Labor Law.
* Support the HR Manager in strategic decision for Visa process and Hiring in accordance with each department
* Liaising between different departments for their requirements, support at each step of hiring cycle to ensure the processes are run efficiently.
* Prepare and issue salary proposition form, offer letter, termination/warning letter as per the requirement.
* Prepare the payroll in co-ordination with finance on excel, attendance and leaves, biometric access.
* To delegate and ensure accurate administrative tasks takes place and forward requests to HR Assistant for documentation, salary certificate, NOC, pay slip etc.
* Handle Staff and labor concerns/queries with proper documentation. And Look after the wellbeing of employees.
* To ensure compliance to corporate policies and procedures via emails/communication boards.
* Coordinate & supervise the hiring/on-boarding process and Induction & orientation.
* To handle and report problems of employees to HR Manager.

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| **Organization : Prisha Skills Enterprise-Vadodara-India**  **Duration : Dec’ 2014 – Aug’2015 (8 Months)** |  |
| **Profile : Human Resource Assistant –Dedicated Freelancer** |  |

**Responsibilities as Human Resource Assistant**

* Taking responsibility of day to day administration of the department.
* Support the HR Manager in the administration process for recruitment and selection.
* Maintains human resources records by recording new hires, transfers, terminations, tracking vacation, sick, & personal time.
* Assists in training and development related activities.
* Manage all administrative work related and ensure compliance to corporate policies and procedures.
* Coordinate the on boarding process of all new employees ensuring all necessary arrangements are in place, offer letters and conduct orientation.

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| **Organization : Serco BPO Private Limited (Google), Hyderabad, India**  **Duration : Jan' 2014 – Nov’ 2014 (10 Months)** |  |
| **Position : Team Leader-Operations** |  |

**Responsibilities as Team Leader**

* Handled a team of 50 agents
* Provide direction and assisted operators to achieve daily targets with quality
* To balance performance of lower, middle & upper threshold performers
* Responsible to help and train Operators with any new updates communicated by Client
* To manage any changes in the work flow to be assigned as per Clients requirement
* To perform all essential tasks under the instructions of the Manager
* Act as first point of contact to organize weekly review meet and prepare tracker for same.
* To manage and address employee concerns across the floor to run operations smoothly
* To conduct one-on-ones sessions with agents under me.
* Responsible to prepare shrinkage, downtime and attendance tracker.
* To ensure shoulder Quality check to be done for all team members
* Assist the trainers in training and development activities.

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| **Organization : The Phone Professionals** – **London, UK**  **Duration : Nov' 2010 - Mar' 2012 (14 Months)** |  |
| **Profile : Human Resource Assistant** |  |

**Responsibilities as Human Resource Assistant**

* Organize and maintain Personnel records
* Ensure all policies and procedures are fully administered among all the Company employees
* Update & maintain employee holiday, absence and training records
* Process and file all paperwork including offer letters, terminations, and others
* Conduct an open day job fair fortnightly in the organization with all necessary arrangements.
* Provide authorized employee information from the personnel records for reference check.
* Support the on-boarding and training process.
* Conduct orientation for new employees.
* Co-ordinate in completing Payroll efficiently on time.
* Contribute to team effort by accomplishing related results as needed.
* Handle Admin work and issue Employee and Access card with a report to Manager

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| **Organization : Bank of America-Hyderabad, India**  **Duration : Jun' 2006 - Jun' 2009 (36 Months)** |  |
| **Profile : Team Developer (Individual contributor)** |  |

**Responsibilities as Team Developer:**

* Acting Team leader to handle team
* Customer verification via fraud list and other third party tools like Experian, Transunion and Equifax.
* Fulfill online and telephone requests for account opening.
* Handle customer complaints following the SOP (Standard Operating Procedure)
* Provide services to the Customers such as online account opening, funding transactions internal as well as external, combined statement etc.
* Act as the first point of contact for the HR LOB (Line of Business), passing on messages and information to the team as required and vice versa.
* Update the team about any changes in the policies and procedures.
* Update and send quality report to the manager of the team on weekly basis.
* Process SME (Subject Matter Expert) and train on the Process procedures and tools used in dealing customer queries.
* Training Spoc –Share and clarify changes in Process policies and procedures to the team on daily basis.
* Risk and Compliance Spoc - Spread awareness about the Risk and Compliance policies as designed by the company within the team.
* Events Spoc - Make participation as well encourage other peers for participation in the company events. Also part of Event Management team.
* HR Spoc - To escalate concerns and suggestions of employees to Process HR Manager.

**Achievements:**

* Awarded for handling customer queries well
* Awarded superstar for being punctual and maintaining aux time less than an hour within 6 months.
* Awarded for good professional ethics flexible to work in any circumstances.
* Awarded for good performance with almost 15 Spirit Awards and two Medallion awards.
* Awarded as “Best Employee” of the process for being K-Performer for consecutive 7 months in 2007.
* As a result of all accomplishments, was promoted to Team Developer within 4 months from being senior team member.
* Nominated to represent Sales Fulfillment Process in the conference meeting held with the CEO of Bank of America, Hyderabad.
* A new record set within the process ever achieved by any associate within a period of 12 months from the date of joining.

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| **ACADEMIC CREDENTIALS** |

* MBA (Human Resource) : Kensington College of Business (WU) (2010 – 61%)
* Bachelor of Sciences (B.Sc. Electronics) : Sarojini Naidu Vanitha College (OU) (2006 – 73%)
* Higher Secondary (10+2 - M.P.C) : Government Junior College for Girls (2003 – 80%)
* Secondary Education (I.C.S.E) : Mukurram Jah High School (2001 – 71%)

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| **COMPUTER CREDENTIALS** |

* Office Applications : Microsoft Office XP (Word, PowerPoint, Excel)
* Typing Skills : 40 WPM & 98% Accuracy
* Software Skill : SAP HR

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| **PERSONAL DETAILS** |

* D.O.B : 21-Oct-1984
* Marital Status : Single
* Nationality : Indian
* Languages Known : English, Hindi and Urdu
* Hobbies : Cooking and Travelling
* Visa Status : Employment Visa (Cancellation -TBC)