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| **C:\Users\905368718\Documents\OMessenger\Received files\CV_Preview_Logo.jpg**  **Gulfjobseeker.com CV No:** 255610  E-mail: [gulfjobseeker@gmail.com](mailto:gulfjobseeker@gmail.com) | | | | | **Administration professional with over 19 years’ experience comprising;**   * General Administration * HR Support – Staff Engagement & Recruitment * Facilities Management * Logistics Management * Travel Management * Guest relations * Vendor Management * Event Management | |
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|  |  | | | | **Core professional competencies include;**   * Integrity and Diligence, * Communication – Verbally & Orally * Team Management * Never say die attitude * MS Office proficiency | |
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| **Nationality** | : Indian | | | |
|  |  | | | |
| **Date of Birth** | : 22/02/1975 | | | |
|  |  | | | |
| **Marital Status** | : Married | | | |
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| **Education** | | : Bachelors Degree from University of Kerala, 1996  : Pursuing MBA in Operations and Project Management. | | | | |
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| **Language Skills:** | | Read | Write | Speak |  |  |
| English | |  |  |  |  |
| Hindi | |  |  |  |
| Malayalam | |  |  |  |  |
| Tamil | |  |  |  | **Interests & Hobbies** – Reading & Traveling |
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| **MARCH 2015- SEPTEMBER – 2015**  **Role: Manager – HR &Administration Reporting to:** The Managing Director | **CLASSIC BUILDERS & DEVELOPERS**  Al Hasan Industrial Estate,  , Jordan |
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**ROLE & RESPONSIBILITIES**

* Leading the Commercial, HR and Admin teams. total strength – 24 members
* Commercial team: responsibility to track the T&A of each project, prepare detailed efficiency and cost report for each work site. Guide the project team to achieve targets based on incentives.
* HR team: Recruitment, staff welfare, payroll processing and coordinating with the central team.
* Admin team: Managing Daily Activities, Maintaining facilities and accommodation for staff and workers.

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| **MARCH 2004- MARCH 2015**  **Role: Deputy Manager – Administration Reporting to:** The President / GM Operations | **ACCEL FRONTLINE LIMITED** Software Division, |
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**General Administration & Customs Clearance**

* Responsibility for day to day Management of Admin Operations in Chennai, Trivandrum and Cochin India. Coordinating and leading the teams at these locations
* Clearance of shipments, coordinating with the onsite client, the Customs officials and the clearing houses.
* Planning, directing, coordinating & budgeting of admin functions;
* Liaison with the local civil police and other law enforcement agencies.
* Planning for future development in line with strategic business objectives;

**Facilities Management, Housekeeping & Security**

* Responsibility for day to day management of facilities in Chennai, Trivandrum and Cochin India.
* Instrumental in setting up 12000 sq.ft of raw space into work space which included managing the entire interior fit-out starting from selection of the space, negotiations and every activity from the initial design to the completion of the project.
* Supervise procurement and maintenance & upgrades of furniture, utilities, & signage for the overall facility;
* Comply with ISO, CMM standards to maintain information and facilities security at the industry benchmark levels.
* Planning best allocation and utilization of space and resources for new buildings, or re-organizing current premises;
* Liaising with owners of rented commercial properties;
* Support functions like Air conditioners, Power, Pest control, Fire Security, Security Systems etc
* Advising the management in the formulation of security plans and programs
* Ensuring proper security environment to suit the facility
* Ensuring that all security appliances/ equipment on charge are in operative state
* Cleaning of premises on daily basis - Providing support personnel – security/ office/ pantry attendant - Carpet /upholstery maintenance and shampooing –and overall office maintenance.

**Travel Management& Visa Processing**

* Visa Processing
* International and Domestic Ticketing, Hotel booking
* Formulating and Managing the Travel policies

**Guest relations**

* Assisting Clients in planning their travel
* Booking flights, Hotel reservations and arranging tours

**Vendor Management**

## My job requires me to successfully selecting vendors after analyzing the business requirements and performing a comprehensive vendor search as per the ISO Quality Standards followed by the company.

Entering into AMCs with existing and newly selected service providers for all services excluding IT – Hardware and Software suppliers.

I was also instrumental in setting up a formal vendor evaluation system and establishing the proper communication channels and information flows with them which has lead to increased efficiencies, reduced costs and better customer service.

**Event Management**

* Organizing Conventions, Conferences and Annual General Meetings,
* Special events on eve of client visits, Team Get-togethers, Celebration and programs for festivals.

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| **OCTOBER 1996 TO FEBRUARY 2004**  **Role: Manager - Tours Reporting to:** The Managing Director | **BLUE LAGOON TOURS & TRAVELS** |

*My Scope of work included:*

* Managing the office and staff including a fleet of vehicles and 2 houseboats.
* Suggesting interesting travel routes or places of interest for clients and assisting them in finalizing their itinerary.
* Providing tailor made tours and ensuring that the travelers have the relevant travel documents, and also assisting them with and any special requirements;
* Liaising with hotels, coach companies, restaurants and other clients;
* Marketing of services on the Internet, and through Travel and trade fairs
* Maintain relations with our Guests and fellow tour operators and Hotels.
* marketing holidays to clients via travel agents, websites, brochures and television advertising
* Visiting resorts to ascertain accommodation quality and suitability and liaising with coach operators, airlines, hoteliers and resort reps
* Collecting, evaluating and responding (as appropriate) to customer feedback
* Producing brochures and internet-based information
* Handling bookings and providing pricing information