# **RESUME**

**WORK EXPERIENCE**

**MAF FIRE SAFETY & SECURITY L.L.C, UAE (Jun’ 06, 2015 – Current)**

*Established in 2012, MAF FIRE SAFETY & SECURITY LLC is a UAE based company with its head office in Dubai. Specialize in Fire Fighting & offer design, supply, engineering, installation, testing, commissioning and maintenance services to government and civic authorities, education institutions, hospitality business, industrial premises and many more commercial applications.*

**HR & Administration Manager**

* Sole HR & Administration Manager for a growing organization with more than 150+ employees.
* Responsible for handling multiple company’s entire HR operation, Administration, Logistic, Transport, New hire orientation, employment documentation & visa processing, Training & development, Department wise cost budgeting, staff utilization & Employee Exit.
* Responsible for handling entire HR operation for 5 divisions of the company owner:

1. Fire Safety
2. Trading
3. Architect & Design
4. Construction
5. Restaurant & Cafe

* To supervise all **HR** operations & corporate services including
  + Talent Acquisition, Talent Engagement & Talent Transformation.
  + Employee engagement & Employee Leave.
  + Employee database & official legal documents maintenance.
  + Providing subject matter expertise to resolve service problems.
  + Maintaining the integrity of HR data.
  + Maintaining good relation with client & suppliers.
  + Negotiation & Problem solving.
  + PMS & HR Operational Management.
  + Designing employee growth plan & conducting feedback session for the employees.
  + Monitoring all HR operations transaction against policies, processes & SLA
  + Updating the executive regulation of HR and write polices & procedures.
  + Implementing coherent HR strategies to improve internal processes and procedure within a

demanding environment.

* + Configuring the HR system to reflect approved changes to organizational structure and grouping.
  + Worker’s compensation & Benefit Programs
  + Employee’s Medical & Insurance.
  + Employee’s Relation & Conflict Resolution.
  + Maintaining all employees documents rigorously.
  + Branding & online marketing of the company Goodwill.
  + Supervising co-curricular activities, annual events, Picnic & organizing Iftar Party for clients.
  + Handling Transportation & Logistics department.

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**RAKBANK, UAE (Jul’ 14 – Jan’ 15)**

*RAKBANK, also known as the National Bank of Ras Al-Khaimah, is one of the fastest growing and most dynamic banks in the UAE. Founded in 1976, the Bank underwent a major transformation in 2001, with a shift in focus from corporate banking to retail and small businesses.* *Today, the Bank offers a wide range of personal and business banking services throughout its 35 branches.*

**Relationship Officer**

* Worked as relationship officer in personal loan department.
* Meeting monthly target by generating leads through cold calling & focusing on company listing.
* Cross selling of bank products like auto loan, credit card and mortgage loan.
* Handling customer enquiries and addressed client concerns effectively.
* Created business from old accounts to realize profitability and better sales growth.
* Maintaining daily sales reports with new client acquisition and closing the targeted leads.
* Generating more business for bank through better marketing strategy.

**GENPACT, India (Oct’ 05 – May’ 14)**

*Genpact Limited (NYSE: G), a global leader in business process and technology management services, leverages the power of smarter processes, smarter analytics and smarter technology to help its clients drive intelligence across the enterprise. Driven by a passion for process innovation and operational excellence built on its Lean and Six Sigma DNA and the legacy of serving GE for more than 14 years, the company's 68,000+ professionals around the globe deliver services to its more than 600 clients from a network of 74 delivery centers across 25 countries supporting more than 30 languages. For more information,*

**Human Resource Manager Feb’ 10 – May’ 14**

* Managed the entire recruitment life-cycle for multiple clients – Volume, Lateral & Executive Hiring. Developing and maintaining network of contacts to help identify and source qualified candidates.
* Developed sourcing strategies and implementing in coordination with client’s requirements & delivering as per business requirement.
* Building and maintaining industry specific market intelligence for target-based hiring.
* Responsible for solving team query related to salary, increment, incentive, setting growth path, completion of training enrolled for employee & desgining vic structure.
* Ensured employees are updated with company new policies and change in company structure to achieve the goal of the company.
* Ensured legal compliance by monitoring and implementing applicable human resource federal and state requirements.
* Handled organization staff by establishing a recruiting, testing, and interviewing program.
* Scheduling and conducting job evaluations as per process matrix.
* Closing monthly feedback with team member & prepare action plan for same.
* Prepared monthly MIS report for team member.
* Hearing and resolving employee grievances, counseling employees and supervisors.
* Maintained professional and technical knowledge by attending educational workshops.
* Maintained human resource staff by recruiting, selecting, orienting, and training employees.
* Ensured healthy work environment through various fun @ work activity.
* Ensured employees adhere to company policies & 100% quality of service to company clients.
* End to End Sourcing & Recruitment cycle.

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* Sourcing through Vendor, Referrals, Campus, Job Fairs, Portals, Direct Walk-In’s.
* Certified on “Hiring the Right Skills” by GENPACT.
* Awarded by “**Silver Award**” for consistence delivery at various sites & meeting client requirements on time.
* Defining client’s requirements and negotiating expectations as per demand-supply trend.
* Recruited for almost all sort of profiles including – International Voice, FnA, Transaction, Analytics, Niche profile(Language profile), National voice, Mass Hiring, transaction and FnA as well.
* Ensured win-win negotiation, post selection documentation, joining follow up etc.
* Building and maintaining industry specific market intelligence & Strategy to promote expansion and branding of the company.
* As a part of different projects I have handled sourcing & client negotiations at different locations, few of which are:
* Dehradun
* Gwalior
* Delhi
* Hyderabad
* Rajasthan Region

**OPERATIONS – Quality Coach Oct’ 05 – Feb’10**

* To support team management as a shadow team leader by working on the improvement areas within the team and closing feedbacks with the concerned team members.
* Have been awarded with many awards including GE-Cheers & Highest Communication Awards for Outstanding performance @ work.
* Have supported other call functions as retention and collections for the client
* To support quality by call monitoring on a regular basis.
* To help the clients with their business queries.
* To cascade communications within the teams and conduct huddles.
* Handling critical part of financial difficulties for customer accounts
* To help the customers over the phone and provide one time resolutions for all sort of queries with PLCC Cards by Santander across UK
* Have created individual action plans and shared 1o1 feedback on the same

**TRAINING & CERTIFICATION**

* Hiring the right skill
* Corporate Etiquette & Inter-personal Skills
* Emerging excellence – Goal Settings, Leading a Team
* Conference Call Essentials
* Email Writing Skills, Presentation skills, Buddy Training
* Time & Stress Management
* Problem Solving & Decision Making
* Quality Coach Training

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**ACADEMICS HONOURS**

* B.com from Commerce College (University of Rajasthan), Jaipur.
* Intermediate Education from Army School, Jaipur.
* Board of Secondary Education from Army School, Jaipur.

**SKILLS**

* Excellent management skills.
* Remarkable problem solving and conflict resolution skills.
* Strong interpersonal and organizational skills.
* Ability to work with relational databases, spreadsheets, presentation, e-mail, Internet research sources, and word processing software.
* Comfortable with extensive travelling.

**PERSONAL DETAILS**

DATE OF BIRTH 28th FEB, 1987

NATIONALITY INDIAN

MARITAL STATUS MARRIED

LANGUAGE PROFICIENCY ENGLISH & HINDI

**First Name of Application CV No:** 1670706

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