## PRIYA

## CAREER OBJECTIVE:

Undertake responsibility in a Service industry and carry the function with zeal and relented enthusiasm in ensuring successful execution of the entrusted responsibility. Ready to learn and always ready to take up new assignments and challenges.

**KEY STRENGTHS:**

A customer service oriented professional with over 3 years of experience in Event Management, Customer Service, management, & Transitions with an ability to delegate and work effectively with different persons. Ability to work under pressure and effectively work together as part of a team.

**PROFESSIONAL EXPERIENCE:**

Company: **CRYSTAL DANCE CENTER**

Designation: **Front Office Receptionist**

Duration: **January 2016 till March 2016**

**Detailed Job Description**

* Handling Incoming and outgoing phone calls; prompt response to e-mails, messages, any enquiries
* Social media updates on various channels with most up to date information
* Updates and monitoring on website; updating information whenever necessary
* Scheduling the classes, meetings and students' availability
* Sorting out and organizing customers' database and following up on attendance
* Preparation of reports, statistics, customers' feedback
* Research on business and event related matters
* Liaising with 3rd party companies
* Working with different computer programs (Word, Excel, PowerPoint, etc.)
* Welcoming and greeting customers; providing all the necessary and relevant information;
* Managing all necessary activities for CDC events

Company: **AL RAIS ENTERPRISES**

Designation: **Executive Secretary & Admin**

Duration: **December 2014 till date**

**Detailed Job Description**

* Performed Secretarial roles for the Director of the company and handled day to day activities
* Scheduling of meetings with clients and higher management or any other outdoor activiies when necessary
* Taking a note of all the minutes of the weekly staff meetings
* Checking personal emails, updating and filing all personal and necessary documents of the Director and General Manager
* Filling of all legal documents and highly confidential contracts of the company
* Simultaneously handled reception duties of inbound and outbound calls
* Transferring all necessary information obtained from emails or calls to the respective departments
* Keeping a tab of all legal document expiration and renewal dates to ensure smooth functioning of the company
* Updating any information on social media sites like facebook, linkedin, twitter etc.
* Admin related tasks like handling all office supplies, issuing memos, drafting formal outboud company letters and ensuring confidentiality
* Greeting and attending to all walk-in guests or clients

**(Internally transferred as HR and Admin Executive)**

* Ensuring all new employees data is update into the system.
* Responsible for timekeeping, maintenance of Leave records and other administrative files of each employees
* Verification and updating of Employees Information: Change in pay, Increment, Promotion, Resignation,  Termination and joining of new staff
* Preparation of Monthly Payroll and disbursement of pay slip if its required by the employees
* Coordinating with PRO for obtaining Residence visa and other Visa renewals of the employees and also maintaining the track records for all legal documents renewals.
* Coordinating with Medical Insurance company for obtaining Medical, and Health Insurance card for the employees as well as Workmen’s compensation Insurance Track of Technical Staffs’
* Inducting new recruits on company policies and procedures such as leave, Time & Attendance and other benefits etc.
* Preparing employment contracts as per the HR Policy UAE Labor Laws
* Handling employee’s grievances and queries on payroll issue and other personal issues and trying to sort out in order to maximize their work efficiencies.
* Conducting exit interviews in case of resignations and for necessary settlement of dues at the time of termination of employment
* Advising on pay and other remuneration issues including promotion and benefits.

Company: **BON** **CALIBRE**

Designation: **Assistant Manager**

Duration: **May 2014 to August 2014**

**Detailed Job Description**

Started working with Bon Calibre as a Recruiter and based on extremely good performance was selected to lead the entire team as an Assistant Manager to the company.

* Recruiting for various companies BPO’s, KPO’s etc.
* Preparing the candidate for the interviews and ensuring they perform well in verbal and written communication
* Meeting with clients and understanding their requirements with their given deadlines
* Achieving targets for the month and ensuring the same from the Team
* Handling weekly meetings with the team and formulating new strategies for a better and profitable outcome for the company
* Keeping a track of attendance, performance of the team

Company: **SERCO GLOBAL SERVICES**

Designation: **Senior Customer Service Execuitive**

Duation: **July 2013 to February 2014**

**Detailed Job Description**

Was working for the Customer Service Team for EasyJet Airline Company Limited is the largest UK airline by passengers flown and the second largest in Europe. It has a fleet of over 200+ aircrafts and more than 600 flights a day across 30 countries. It is a budget airline and positions itself as a value for money and easy and open organization.

* Making reservations for flights, hotels, special needs and any changes to those reservations as per passengers requests
* Providing information on new offers or packages to ensure satisfaction and value for what the customer has paid.
* Responding to all queries via emails or calls with daily targets; framing executive emails whenever required as per management instructions
* Processing refunds, compensations etc. for any inconvenience caused by the staff or the airline
* Keeping a tab on the daily resolved or pending issues or queries and handing over the achieved target report to the team leader on daily basis

**FREE LANCING FOR EVENT COMPANIES:**

* Ambey Valley City – Wedding event (artist management and logistics)
* Glad People – CEO event (logistics)
* 70’s EM6 – Bharat Diamond Bourse (Help Desk)
* Stardust – Award ceremony (backstage and artist management)
* RedCarpet Events – Somany tiles exhibition (production and backstage)
* T.I.C. – Skoda Family Day event (production, crowd and stall management.
* VikramPhadnis – Fashion Show (backstage)
* Studio Neelabh – Wedding event, Ludhiana (set décor, production and logistics)
* Banyan Tree – Music Event (backstage)
* Assistant to artist at Jahangir Art Gallery for space paintings.
* Supernova Advertising Pvt. Ltd. – Event Coordinator for the director.

**EDUCATIONAL QUALIFICATIONS:**

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| **DEGREE** | **INSTITUTE** | **YEAR OF PASSING** |
| TYBA | St. Andrews College, Bandra | 2013 |
| Diploma in Event Management | IES (EMDI) Bandra | 2011 |
| HSC | St. Andrews College, Bandra | 2010 |
| SSC | St. Joseph School, Bandra | 2008 |

**PERSONAL DETAILS:**

Date of Birth: 7th January, 1992

Marital status: Single

Nationality: Indian

**Job Seeker First Name / CV No:1716954**

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