**ACQUINA**

**ACQUINA.304667@2freemail.com**

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| --- |
| Qualified and result driven professional with 9 years of experience in Training, Administration, Business Development, Client Relationship, Customer Service, People Management and Engagement Management. Demonstrated expertise in providing organizational support, performing well under work pressure, coordinating with multicultural personnel, meeting tight deadlines, maintaining confidentiality of company records, dealing tactfully with various concerned agencies and surpassing performance parameters. Dynamic and resourceful team player with excellent communication, presentation, problem solving, time management, and leadership skills. **STRENGTHS** |
|  | ● | U.A.E experienced professional | ● | Aptitude in Administration Functions  |
|  | ● | Excellent organizing & coordination skills | ● | Outstanding relationship management |
|  | ● | Analytical with keen eye to detail | ● | Tact to deal with multicultural audience |
|  | ● | Goal focused and self-motivated | ● | Proficient in computer applications |

**AREAS OF EXPERTISE:**

|  |  |  |  |
| --- | --- | --- | --- |
| ● | General Affairs | ● | Documentation |
| ● | Employee Training | ● | Administration |
| ● | Time Management | ● | Employee Relation & Motivation |

 **CAREER SNAPSHOT .**

**SALES EXECUTIVE (03-Apr-2016 till date)**

**INLAND GENERAL TRADING LLC, DUBAI**

 **Areas of Operation: Administration/HR Support/Procurement/Archiving/Sales Support**

**Core responsibilities:**

***Administration/Procurement/Archiving:***

1. Managing the Legal Documents such as Trade License, Tenancy Contracts.
2. Documentation of all vendor and office documents and archiving them for future access.
3. Compile and update various spreadsheets.
4. General Office administration and maintenance.
5. Ordering monthly stationary requirement.
6. Managing and coordination with the staff.
7. Organizing, arranging and coordinating meetings.
8. Reviewing the telephone bills and escalate any discrepancy to Etisalat office.
9. Handling petty cash
10. Coordination with PRO, IT, Manager, Teams across India and Dubai
11. Managing MD, Director and Manager’s dairy and providing updates accordingly.

 ***HR Support***

1. Maintaining, documenting Employees files and records.
2. Data verification, updates and entry to ensure accurate and timely monthly processing of remuneration payments to employees/ Payroll processing.
3. Process leave and other relevant applications.
4. Prepare and process final settlement of employees
5. Coordinating with Insurance Companies for Group Medical Insurance of employees and Car insurance.
6. Drafting correspondence such as salary certificate, offer letter, experience letter, termination letter, bank letter etc.

***Sales & Marketing***

1. Preparing the mailers.
2. Participating in the Events and gathering data.
3. Providing the quotation to the customers and follow ups.
4. Preparing the payment charts.
5. Coordination with Sales Manager in finalizing the deal.

**SENIOR PROCESS ASSOCIATE (06-Apr-2015 to 30-Nov-2015)**

**ENVOY MORTGAGE PVT LTD, INDIA**

**Core responsibilities:**

1. Validating the mortgage documents to ensure smooth funding is rendered to the borrower.
2. Auditing the documents for both Purchase and Refinance loans
3. Auditing all the documents received in closing stack with loan approval conditions and other documents as per the funding requirement using the Funding audit checklist and escalating to US Funder if any corrections are required
4. Coordinating with inter departments on necessary correction to the documents
5. Indexing the documents to appropriate title head,  uploading revised documents with necessary correction and sending the documents to the investor to fund the loan
6. Auditing the Final HUD-1 received with all the necessary items on borrowers’ charges, credits, & deposits, seller charges, seller credits, and third party commission and escalating to the US funder for any corrections and uploading the Final HUD received to ship to the investor
7. Preparing the presentation on KPI report
8. Sending emails and coordination with US Branch offices for requesting the documents
9. Working closely with Group leaders and Funding Support Manager on updating the procedure manuals
10. Providing process updates to the team and process improvement ideas to the management

**SENIOR ASSOCIATE (02 May 2011 to 06 Mar 2015)**

**ERNST & YOUNG, INDIA**

**Core responsibilities:**

1. Manage the assignment process for a wide population of assignees
2. Single point of contact for assignees, HR team of the client company and the Global coordinating offices.
3. Arrange for a tax briefing for assignees on the conditions of the assignment with both home and host countries
4. Handling a team of 5 members
5. Allocation of work, clarifying doubts of team members on the process
6. Quality check and reviews of the tasks completed by team members
7. Providing feedback to the associate based on the reviews and handling small issues independently
8. Monitoring the time sheets of team ensuring that the time spent on client is charged appropriately
9. Preparing the KPI report and budget for clients
10. Training the new hires on tools and process
11. Regular calls with Stakeholders
12. Preparing and giving presentation to stakeholder like Partner/ Senior Manager on the process workflow, Challenges and Best Practices
13. Implementation of new clients/ Calls/ preparing the process documents and sharing with the coordinating offices
14. Proactively identifying the process improvement ideas to bring efficiency in work

**CUSTOMER SUPPORT ASSOCIATE (29 July 2010 to 29 Apr 2011)**

**WNS, INDIA**

**Core responsibilities:**

1. General Insurance, Private motor, Commercial Motor and Home Insurance for an Irish Process
2. Handling Midterm Amendments and Renewals
3. Handling Inbound calls Making outbound calls to customers to customers or other department for follow up when require

**TEAM MEMBER (INSURANCE) (19 Dec 2005 till 15 Sep 2006)**

**AXA BUSINESS SERVICES LTD, INDIA**

**Core responsibilities:**

1. Claim Analysis.
2. Cancelling the policy which is on the deceased person's name and transferring it to the remaining Life Assured.
3. Settling the claim for which all the documents are produced by their Next of Kin.
4. Requesting the documents for the settlement of the policy if the required documents are not produced.
5. Quality check and Accreditation of new employees.

**CUSTOMER CARE ASSOCIATE (TELECOM) (28 May 2004 till 16 Dec 2005)**

**BHARATI TELEVENTURES LTD, INDIA**

**Core responsibilities:**

1. Handling queries from Retailers and Dealers
2. Handling customer queries on GPRS, download issues, handset setting errors, value added services, promotional offers, bill dispute
3. Preparing Reports.
4. Training new employees on handling customer, updating the product information on Intranet.

**EDUCATION**

**ANNAMALAI UNIVERSITY**, Tamil Nadu, India
Master of Business Administration

*Specialization in Human Resource Management & Transport Management*

**ST. AGNES COLLEGE, MANGALORE, INDIA**

Bachelor of Science

Mathematics, Physics & Computer Application

**CERTIFICATIONS**

* MCR (GEN 1A and GEN 1B) certification from Insurance Institute of Ireland **(Jan 2011)**
* Senior Grade English Type Writing from S.S.L.C Board Karnataka **(Oct 2003)**