# Marilyn



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# HR Executive / HR and Administration

*HR professional, front desk office and administrative / operational executive* creating *employee-oriented, high- performance culture utilising technical managerial administrative experience towards organisational and personal growth.*

Offering years of experience comprising of HR and Administrative/Operational Management in consultancy services and administration services. Efficiently developed and implemented the HR, Administrative, Quality Procedures and Company rules which ensured full compliance with appropriate standards and regulatory requirements. Experience in general management practices including organisational analysis, management development and internal communication. Approachable, well presented and able to establish good working relationships with a range of different employees. Having a proven ability to drive out inefficiencies through process improvement as well as assist in the maintenance and development of HR and Admin policies and procedures.

# Areas of Expertise

HR Planning & Management Resource Allocation Planning Strong Employee Relationship Customer Support & Care Staff Deployment Coordination Office / Business Administration Communication & Presentation Skills Training & Development Planning Record & Report Management Basic Accounting Knowledge Team Building & Leadership Skills

# Career Highlights

## Major Accomplishments:

* Awarded the best performer of the month for three consecutive months.
* Transferred to Customer Relation Department based on excellence in performance.
* Effectively conducted process training for new hires.
* Due to performance excellence, assigned Quality checks for other associates.

## Core Competencies:

* Effective in co coordinating between all Department especially Consultant, Staff & Marketing services.
* Experience in generating the monthly revenue / profit of the respective departments i.e. Dental and Skin department.
* Capability in linking and adding resumes of the candidates in the database by using software such as FOXPRO and NC.
* Ensuring punctuality in the work place & maintaining healthy working relationship with all consultants, staff and customers.
* Ability in contributing to the human resources, administration relations activities

*1*

## Major Responsibilities Handled:

* + Efficiently understood the job descriptions as per client requirements as well as possesses experience in head hunting.
  + Explored for candidates from different job portals and also from company database.
  + Presented a shortlisted pipeline of candidates and conducted interviews as per the appropriate job descriptions.
  + Promptly followed up with both parties and reviewed the recruitment policies to ensure effectiveness of selection techniques and recruitment programmes.
  + Handled responsibilities of the administration department and also meetings of the Managing Director.
  + Organized brainstorming session for the employees at workplace and maintained a very friendly working environment.
  + As a part of the operations, linked and added resumes of the candidates in the company database by using software such as FOXPRO and NC.
  + Produced a list of the most suitable candidates and filed forms in regards to the information required.
  + Worked as a customer service associate for British Airways for which the major responsibilities handled included allotting seats to the passengers according to their air ticket reservations.
  + Evaluated the customer emails and provided compliments to the British Airways staff for providing a commendable service.
  + Provided refunds on cancelations of the ticket and also granted upgrades on customers request in their reservation.
  + Handled passengers’ lost and damaged baggage complaints. Well versed with creating World Tracer reports for damaged (DPR) and delayed/lost (AHL) baggage queries and updating the same

# Professional Experience

## Operations / Admin and Front Desk Office Executive Aug 2011 – Aug 2016

Spectrum Healthcare

* Experience in handling clients and helping in the coordination & documentation of information.
* Accurate in conducting a timely conduct of health check up and report release.
* Efficient in liaising with patients and top corporate companies for client retention and providing prompt service delivery.
* Skilful in managing the front office and responsibly acts as take over manager during staff absence, helping staff during busy hours.
* Capability in generating the monthly revenue / profit of the respective departments i.e. Dental and Skin department
* Effective in handling customer queries and resolves them tactfully.
* Ability in coordinating with various departments which includes Consultant, Staff & Marketing services.

**Previous Career Snapshot**

## Wisdom Consultancy Nov 2010 – Jul 2011

HR Recruiter, Executive in Admin &Operations Department

## WNS Jul 2008 – Jun 2010

Customer Service Associate (British Airways)

*2*

# Educational Qualification

## Bachelor in Commerce Jun 2005 – Mar 2008

SNDT University

## H.S.C Jun 2003 – Mar 2005

Maharashtra State Board

## S.S.C Jun 2002 – Mar 2003

Maharashtra State Board

# Professional Courses / Training

Completed MSC-IT

*3*