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| C:\Users\gupta.richa\Desktop\h.png**Hitesh** **General Administration/Human Resource Management**Driving Strategic HR & Administrative initiatives to realize bottom-line results and enhance employee engagement in the pursuit of organizational objectivesOver **2 decades** of experience (including over 4 years of entrepreneurial exposure); targeting strategic level assignments in **HR Operations & Administration** with an organization of repute |
| Hitesh.329376@2freemail.comknowledge24x24icons Profile Summary |
| * Subject Matter Expert (SME) in managing HR systems and maintaining harmonious relations among management and workers through efficient administration; expertise in managing general administrative activities, personnel & compensation management and facilities management across assignments
* Strategic capability in striking excellent coordination with all involved divisions related to contract negotiation, new policies, cost control, administration, planning, delivery and travel arrangement
* Excellent in ensuring smooth running as well as enhancement of HR process operations along with introduction of right practices in alignment with business operations
* Resourceful at developing procedures, service standards & operational policies with capability to reduce running cost of the unit by planning & implementing effective control measures
* Consistent record of managing facility expansions and development of new facilities with effective manpower management skills to manage the work with limited number of human resource
* Competent organizer, motivator and a decisive leader with the capability to motivate workforce to perform and win
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| edu24x24icons Academic Details * Masters in Psychology (Counselling) from IGNOU, Delhi (Result awaited)
* PGDSM (Sales & Marketing) from National Institute of Sales & Marketing, Delhi
* B.A. (Pass) from University of Delhi, Delhi

Training-Attended24x24icons InternshipSep’16 – Nov’16 with Amar Jyoti Trust and Research Centre, Delhi as a Trainee Psychologist**Role:*** Conducted tests like Case History, BKT, VSMS, MISIC, SFBT, MBC, Sinha’s Anxiety Test, Beck Depression Inventory, Mindfulness Relaxation Therapy, LD and ISAA

Training-Attended24x24icons TrainingOct’93 - Apr’95 with Hyatt Regency, New Delhi as Apprentice*Received Appreciation Letter from Food & Beverages Director for delivering quality services*softskills24x24icons Skill SetAnalytical Collaborator Change Agent Communicator Motivator  |
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|  Core Competencies

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| General Administration | HR  | Business Operations Management |
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| Cost Analysis/Control | Transportation & Travel Management | Visa Processing |
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| Reporting & Documentation | Contract Negotiation | Cross-functional Coordination |
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| exp24x24icons Organizational Experience**Feb’08 – Jul’16 with KAEFER, UAE as Manager – Administration** **Growth Path:**Administrator – Administration & HRSenior Coordinator - ManpowerAssistant Manager - Administration Manager – Administration **Role:*** Managed the entire gamut of administration/facility management functions that included operations & maintenance, IMS audits, Labour department inspections, civil defence inspections, vendor development, purchase and asset management
* Supervised administration related activities like infrastructure management, facilities planning, security, LPO approvals, Invoice approvals, attendance approvals and utilization of resources
* Ensured all back-end HR operational processes are managed in terms of Turn Around Time (TAT), accuracy, frequency & compliance leading to seamless service delivery
* Facilitated the implementation, monitoring and effectiveness of disciplinary norms for strengthening rules and regulations across the organization
* Planned and organized functions related to travel, accommodation and conference, presentations, events, official get-together and parties
* Undertook various functions entailing new visa processing, manpower recruitment from companies as per project requirement, vehicle movement, gate passes, medical insurance, air ticket & accommodation
* Administered various countries visa stamping for management & staff records; updated the same in ERP

**Significant Achievements:*** Organized events like Cricket Tournament wherein people from Middle East Countries participated
* Arranged Sports Day, CSR Activities and Medical Camps
* Provided documentation support to get IMS certification for KAEFER Kuwait office
* Showcased excellence in implementing job responsibilities in UAE, Kuwait and Qatar, thereby leading to an increase in efficiency (process and human resource) over a period of 3 years
* Streamlined documentation & selection process for the recruitment of 4,000 employees in various countries (UAE, Oman, Kuwait and Qatar)
* Established Leave Management System which saved time & manpower cost by 70%
* Provided computer literacy to 300 workmen for participation in KAEFER Online Survey (KAEFER, Germany)
* Prepared and implemented HR policy related to General Policies and Guidelines matters in UAE and Kuwait
* Imparted training on setting objectives and tasks to make employees understand the impact of their contribution have on achievement of the company goals along with personal growthand implemented Performance Management System in Kuwait
* Recognized for establishing Catering division for 200 people in Oman & 1000 people in UAE in the company
* Received Appreciation Letter from management for delivering good Services

exp24x24icons Previous Experience**Mar’07-Jan’08 with Al Nahda United LLC, Oman as Administrator****Significant Achievement:*** Played a key role in establishment of Catering Division for 200 people in the company

**Feb’96 - Jan’02 with Toshali Resorts International, Gurgaon as Assistant Manager - Customer Relations****Growth Path/Deputation:** Counsellor In-charge, Guwahati BranchAssistant Manager - Customer Relations**Significant Achievement:*** Streamlined operations by providing services to 2,000 people of Delhi and 5,000 national members; services included were room bookings, general inquiry, annual charges, membership payments, branch coordination and resorts coordination

exp24x24icons Entrepreneurial ExperienceMar’02 - Jan’07 with Meal Metro, Delhi as Proprietor (35-Pax Indian & Chinese Restaurant, Connaught Place)**Role:*** Managed & supervised team of 27 personnel

**Significant Achievements:*** Contributed towards sales of 1.8 million in 1st year of inception and expanded catering services in 3rd year of operations which resulted obtaining cafeteria management services contract from Standard Chartered Bank within 6 months of operations as well as established 2 more cafeterias of Standard Chartered Bank
* Increased staff strength from 10 to 27 and achieved turnover worth INR 6 Million during 2005-2006

exp24x24icons Part-time AssignmentMay’95 - Jan’96 Impact Marketing Pvt. Ltd., New Delhi as Sales ExecutiveProjects-Handled24x24icons Dissertation Submitted* Examinations Anxiety on Performance of Students submitted to IGNOU, Delhi

personal-details24x24icons Personal Details**Date of Birth**: 28th May 1971**Languages Known**: Hindi & English**Permanent Address**: 1/7012, Shivaji Park, Shahdara, Delhi – 110032**Nationality**: Indian**Marital Status**: Married**No. of Dependents**: 02 |