**SHREEJA PILLAI**

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|  |  |  |  |  |  |  |  |  |
|  |  |  | Master of Arts, Organizational | Indira Gandhi University, | (Appeared) |  |
|  |  |  | Psychology |  | India |  |  |  |
|  | **EDUCATION** |  |  |  |  |  |  |
|  |  |  | Bachelor of Arts, Psychology | Mumbai University, India | (2005 – 2008) |  |
|  |  |  | & English Literature |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  | Higher Secondary Schooling | R.K.T College of Arts, | (2003 – 2005) |  |
|  |  |  |  |  | Science & Commerce, |  |  |
|  |  |  |  |  |  |  |
|  |  |  | Secondary School Certificate | St. Mary’s English School | (2002 -2003) |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  | **TRAINING** |  | Diploma in Hospitality | AHA, Mumbai | (2006-2007) |  |
|  |  | Management |  | Mumbai |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  | Train The Trainer Certificate | Mercuri Goldmann, | (2014) |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  | **Project Manager (Pan India)** | **Wagons Learning Pvt.** | **(April 2014 – August 2015)** |  |
|  |  |  | **– Learning & Development**. | **Ltd. (Client – Tata** |  |  |
|  |  |  |  |  | **Motors Ltd)**. |  |  |
|  |  |  | **Training Manager – West** |  |  |  |  |
|  |  |  | **Region.** |  |  |  |  |  |
|  | **EMPLOYMENT** |  | **To Lead and manage a team of forty eight training managers and three project** |  |
|  |  |  **Functional and Operational Management –** Initiate, implement and execute the |  |
|  |  |  | **managers across India for a Client Project.** |  |  |
|  |  |  |  **A Master Scheduler** - Manage the overall execution of the Project |  |
|  |  |  |  **Training & Business** - Drive compliance in the business unit with the Client HR |  |
|  |  |  | processes related to training and development to ensure that the business unit is |  |
|  |  |  | Applying training processes and standards and is adopting best practice wherever |  |
|  |  |  | identified |  |  |  |  |  |
|  |  |  | functional and operational policies and protocols to the Client standards. |  |
|  |  |  |  **Employee Engagement & Development-** Recruit, Orient, Coach and Evaluate the |  |
|  |  |  | new and current employees ensuring the best quality of performances delivered. |  |
|  |  |  |  **Grievance handling, PMS, Rewards & Recognition** |  |  |
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| **EMPLOYMENT** |



* **Organization Development & Change Management** –Ensuring on goingimprovement and implementation of best practices, Human capital and organizational strategies appropriate for the organization by adapting and developing new solutions and strategies through analysis, creative thinking and knowledge extension.
* **Process Review, Reporting and Data Analysis** - Providing leadership to the on-going development of processes, policies and programs to provide effective and timely delivery of process review, reporting and periodic data.

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| **Assistant Manager, HR.** | **Fortis Healthcare Ltd,** | **(February 2010 – March** |
|  | **Bangalore, Mumbai** | **2013)** |
| **Sr. Supervisor - Operations** |  |  |
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**To lead and manage the End to End Training for the Southern Region, which included four units in Bangalore and a unit in Mysore.**

* **Training and Operations –** Analyzing the Training Needs for the Organizationwhich includes the Process, Knowledge and Skill Based Trainings.
* **PMS –** Playing a vital role in the PMS of the organization. (Bell Curve Model).
* **Employee Engagement & Development, Grievance Handling, Counseling**
* **Process Review and Implementation**
* **Accreditations –** Active participant in the JCI, NABH accreditations for theorganization

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| **Sr. Officer – Patient** | **Asian Heart Institute,** | **(July 2008 – July 2009)** |
| **Relations** | **Mumbai** |  |
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To lead and manage the customer care team of seven.

* **Operations**
* **Customer Relations**
* **Training**
* **Quality Indices**

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| **Executive – Strategic** | **Air Hostess Academy,** | **(October 2006- July 2008)** |
| **Alliance (T&D)** | **Mumbai** |  |
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To lead and manage the Corporate Client Relations and managing the training of the students in the academy.

* **Training & Business**
* **Corporate Tie ups and Student Placement**.

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| **Trainee – Hostess** | **Taj Mahal Palace &** | **(June 2006 – September** |
|  | **Tower, Mumbai** | **2006)** |
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|  |  |  | **Project Consultant** for a Non | Manzil, UAE | Present |  |
|  |  |  | Profit Organisation, for Kids |  |  |  |
|  |  |  | with Special Needs. |  |  |  |
|  |  |  | **The Light Initiative,** a NGO | Mumbai | 2015 |  |
|  |  |  | that aims at providing basic |  |  |  |
|  |  |  | education to the needy |  |  |  |
|  | **HANDLED** |  | **NANMA,** a NGO that aims at | Mumbai | 2012-2015 |  |
|  |  | providing food and clothing to |  |  |  |
|  |  |  |  |  |  |
|  |  |  | the rural underprivileged |  |  |  |
|  |  |  | **Sparkle**, a 5S methodology | Fortis Hospital, Mumbai | (February 2010 – March |  |
|  |  |  | project, spreading the culture |  | 2014) |  |
|  | **PROJECTS** |  | of Quality in Healthcare |  |  |  |
|  |  | **Clean Hands**, a Guinness | Fortis Hospital, Mumbai | February 2013 |  |
|  |  | Work Record initiative on |  |  |  |
|  |  |  |  |  |  |
|  |  |  | Hand Sanitization |  |  |  |
|  |  |  | **Teal to Heal**, a Guinness | Fortis Hospital, Mumbai | December 2012 |  |
|  |  |  | World Record project to fight |  |  |  |
|  |  |  | against Cancer |  |  |  |
|  |  |  | **Asian Heart Helpline** | Asian Heart Institute | June 2009 |  |
|  |  |  | **126126**, Project launch of |  |  |  |
|  |  |  | Round the clock Helpline |  |  |  |
|  |  |  | **Jug Jug Jiyo**, a project | Asian Heart Institute | January 2009 |  |
|  |  |  | emphasizing on Senior |  |  |  |
|  |  |  | Citizen Health Packages |  |  |  |

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| **REFERENCES** |

|  |  |  |
| --- | --- | --- |
| Mr. Sourabh Shah | Project Head, Wagons | Contact Details Available |
|  | Learning Pvt Ltd | On Request |
| Mr. Ashwini Kumar | Head – HR, Fortis | Contact Details Available |
|  | Healthcare Ltd | On Request |
| Dr. Mini Panicker | Director, Sunita Hospital. | Contact Details Available |
|  | Former, Customer Care | On Request |
|  | Head, Asian Heart Institute |  |
| Mrs. Mita Mukherjee | Former Head – Training & | Contact Details Available |
|  | Development, AHA. | On Request |
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| **KEY** | **SKILLS** | Effective Communication |  |
|  |  |  |
|  |  | Leadership & Management Skills |  |
|  |  | Managing multiple priorities |  |
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Excellent Orator

MS Office

Excellent IPR Skills

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| **Shreeja Pillai – 1986954**Whatsapp +971504753686To interview this candidate, please send your company name, vacancy, and salary offered details along with this or other CV Reference Numbers that you may have short listed from <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php> addressing to HR Consultant on email: cvcontacts@gulfjobseekers.comWe will contact the candidate first to ensure their availability for your job and send you the quotation for our HR Consulting Fees.  |