

Contact HR Consultant for CV No: 2042424

E-mail: [response@gulfjobseekers.com](mailto:response@gulfjobseekers.com)

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**RADHAKRISHNAN.S**

**Summary:** Office Manager, Cost Accountant, Project Coordinator and Personal assistant with 15 years of hard core experience in managing the office of C Level executives and business development projects(especially new product development) with multitasking abilities including cost/Financial accountancy/Office Management/Customer service and business development. Serves as a vital point person for reporting officer in delivering him personal as well as professional support. Maintains excellent communication skills, expert level MS Office skills, analytical and problem resolution abilities and a high-level of confidentiality. Highly matured, humble and loyal support professional who always tries to fulfill the expectation of his stakeholders. Equally effective at handling commercial aspects of the business independently.

**Objective:** To be a professional support to a C level executive, office or new product/third party manufacturing projects where there is always a scope of "value addition" to the department/organization and resultant appreciation.

**Skills:** Office Manager, NPD Project Coordination, Cost Accounts, Personal Assistant, Executive Secretary, Event Coordination, MS Office, Business Development, Documents & Contacts Management, SOP Drafts, Cost Reduction Projects Coordination.

**Work Experience:** 04/02/2008 till date: Associate manager – Cost Accountant, Office Manager & Executive Assistant at Sharjah, U.A.E. (Manufacturing and Marketing of a wide range of food and other FMCG products globally) Reporting to: Director (International Business Development, Business Alliances and Corporate Communications).

* Managing the corporate business development and corporate communications office on behalf of the director.
* Acting as personal assistant to the Director.
* Preparation and Implementation of SOPs and Guidelines to ensure smooth flow of work at the office.(The office is the only ISO certified service function at IFFCO Group)
* Providing periodic costing to the key customers. Proposing Cost Structure/Co Manufacturing Fee for new projects.
* Support in drafting Business Plan for New opportunities/Joint Ventures.
* Coordinating and managing specific projects (Especially co manufacturing projects and NPDs from existing or new customers) assigned by Director from initiation to successful delivery.
* Managing the relationship with key customers including top end multinational companies..
* Support customers and business units in cost saving and performance improvement projects.
* Account processing and Allocation of corporate communication expenses. Member of corporate events management team especially for Gulfood.
* Preparations of advanced excel templates, PowerPoint presentations, Sales and cost reports for Director to present to the stakeholders.
* Coordinating internal and external events organized by the Director.
* Document and contact database management.

**Work Experience:** 01/04/2004 – 15/01/2008 Personal assistant to the owner/Office Manager at Delicia Food LLC. Riyadh & Dubai (Seafood Trading Company based in Dubai and Riyadh)

* Acting as the Office Manager and Personal Assistant to the owner of the organization.
* Managing purchases of material and services on behalf of the owner.
* Supporting sales team in prospecting, presenting and pursuing sales leads.
* Managing costing/ payables /receivables/financial accounts and reporting to the owner.

**Early Career:** Dec 1997 to Dec 2003 Dealer Development Executive at Pravar Electronics, New Delhi, India (Marketing of electronic security and surveillance systems)

* Identifying, Negotiating, appointing and supporting dealers for a range of security and surveillance products at Kerala, India.

**Personal Skills:**

* Good listener, Observer and communicator who effectively conveys information verbally and in writing.
* Highly analytical and logical thinking with demonstrated talent for identifying, scrutinizing, improving, and streamlining complex work processes.
* Computer-literate performer with extensive software proficiency covering wide variety of applications.
* Flexible team player who thrives in environments requiring ability to effectively prioritize and juggle multiple concurrent projects.
* Resourceful team player who excels at building trusting relationships and rapport with all in the value chain.Proven ability/talent to research and find required information/reports in an effective and rapid manner to facilitate the decision making/ performing specific assignments.

**Competencies**:| Multi-Tasking | Analytic | Initiative | Team Building | Creative | Critical Thinking | Resourceful |Resilience | IT Knowledge |

**Personality Traits**:| Reliable | Humble | Sincere | Confidential | Adaptable |Loyal |Responsible | Frugal |Trustworthy|

**Education:**

* Bachelor in Commerce – BCom (Cost Accountancy)
* Master in Business Administration – MBA

**Workshops and seminars attended**:| General Mills H.M.M. | Unilever ULSP.| Kraft Foods Cost Saving session. |

**Computer literacy:**

* Advanced level: MS Office: | Word | Excel | PowerPoint | Access |
* Medium level: | ASP.Net | Ms SQL Server|
* Working knowledge: |Baan IV |Oracle ERP for IFFCO |

**Language proficiency**:| English | Hindi | Malayalam | Tamil |

**Major External Partners:** |General Mills |Kraft Foods| Heinz Middle East | Hershey’s | Nestle Middle East | Unilever Middle East | Krispy Kreme |McDonald’s | Mondeleze | East Balt | Chipita | PepsiCo |

**Personal Details**:\*Date of Birth: 22/03/1971 \*Place of Birth: Kerala, India \*Current Residence: United Arab Emirates.

**Major Roles/Activities with IFFCO Group of Companies:**

**Office Manager:**

* Coordinating all clerical staff & utilizing office equipment belonging to the department effectively.
* Planning and managing day to day operations for director’s office.
* Preparation and Implementation of SOPs and Guidelines to ensure smooth flow of work at the office. (The office is the only ISO certified service function at IFFCO Group).
* Recording office expenditure and managing its budget.
* Maintaining office equipment & arranging any repairs or replacements.
* Support Director in drafting the annual strategic objective statement, KPIs and measures of the department.
* Carrying out staff appraisals, managing performance & disciplining staff.(office is using the work tracking system created by the applicant)
* Ordering stationery, office equipment and furniture as required.
* Account Processing of all expenses pertaining to the office.

**Personal Assistant:**

* Providing administrative support to the director, including organization of his schedule, catering and travel arrangements.
* Monitoring all of the director’s incoming and outgoing communications, and preparing correspondence.
* Arranging meetings, Preparation of agendas and minutes for meetings with internal and external stakeholders in a timely and accurate manner.
* Recording all expenses and process for reimbursement.
* Research, and provide reports as directed by the director.
* Preparations of advanced excel templates, PowerPoint presentations, Sales and cost reports, for Director to present to the stakeholders.

**Cost Accountant:**

* Creating, submitting and getting approval of detailed costing for products of key accounts managed by the department periodically as agreed with the customer/Business Unit Manager.
* Prepare, analyze and report weekly, monthly, quarterly gross margin analysis by customer by business unit.
* Collating, deliberating and finalizing the co manufacturing fee/annual revisions and getting approval from customers.
* Reporting the data in supporting plant's financial performance periodically with respect to the business from key accounts managed by the department.
* Supporting the plant management/business unit in preparing and submitting annual budgets, variances and solutions.

**Key Accounts Management:**

* Ensure delivery of high quality customer support and act as a liaison between customers and corresponding business unit in IFFCO group.
* Creating and maintaining the relationship with high end executives of the customers. Strengthening the rapport with regular visit to customer offices. Building the status of a “trusted partner” with customers.
* Correspond with business unit to bridge any gap among customer preferences and company produce.
* Support the customer in reducing the cost of materials by monitoring commodities and other material price variations proactively and proposing the booking of such materials at the most favorable time and terms.
* Support in contract renewal (legal, commercial and service level agreements) for co manufacturing projects.

**Project Coordination:**

* Coordinating and managing specific projects (Especially co manufacturing projects and NPDs from existing or new customers) assigned by Director from initiation to successful delivery.
* Assist in Project planning, Project documentation, report on project progress, change management, closure activities and coordinate with all relevant departments both internal and external to ensure smooth flow of work execution.
* Develop cost estimates for new product/project initiatives based on the results of special batch runs or on reasonable assumptions, ultimately leading to a decision for the given initiative.
* Deliberating the investment required, impact on existing system and concluding the new product/ project initiatives to make sure such projects are feasible to carry ahead.
* Drafting project charters, business plans and proposing the same to all concerned.
* Ensure all commitments are met in accordance to the goals and objectives of the project

**Business Development:**

* Sustain & Develop Current Customers by providing best in class service.
* Complete support in NPD projects from existing customers.
* Explore new customers/new projects. Researching, Identifying, Evaluating and proposing potential projects (New product developments or New customer projects) with feasibility reports, business plans and commercial proposals.
* Support the director in executing Joint venture / Acquisition projects.

**Events Coordinator:**

* Facilitating training programs organized by management, Business units, Customers or third party service providers related to the business handled by the department.
* Supporting participation at trade shows and exhibitions especially Gulfood by coordinating with DWTC for venue/space, services and catering requirements, with internal business units for display samples and requisites for their representatives at stand, with stand builder in stand design, pricing negotiation and construction progress reports, and with other vendors for graphics, equipment etc.
* Coordinating the annual gala dinner organized by the Director on behalf of IFFCO corporate for top level executives of selected customers globally (about 700 delegates)
* Account processing (from LPO to allocation of final expenses to various units) of all expenses pertaining to IFFCO corporate communication.

**Documents and contact management system:**

* Design, implementation and maintenance of Document Management system both physical and electronic versions. Ensure that the data file is ready available/Accessible on demand.
* Maintaining contact database (Physical, Card scan data, MS Access /Excel)
* Categorizing the contact database (Above 6000 contacts) to be used for mail on various special occasion greetings (regional, community etc.)

**Cost Reduction Projects:**

* Attending training on cost saving initiatives and techniques used by multinational companies like General Mills, Unilever and Kraft.
* Work with plant staff to identify cost savings projects, provides the appropriate analysis in support of the due diligence process.
* Coordinate the entire project cycle of cost saving/process.

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