**ROBIN**

**EMAIL:** **ROBIN.347474@2freemail.com**

**Profile Summary**

* Seasoned professional with an experienced career in the **Banking field, Business Development, Human Resources and Administration.**
* **Working Experience of 13 years** and is excellent at interfacing with others at all levels to ensure organizational goals are attained.
* Possess excellent interpersonal, analytical, and organizational skills.
* Excel within highly competitive environments where leadership skills are the keys to success.
* An effective manager with the skills necessary to direct, train, and motivate staff to attain maximum output.
* **MIS reporting and enhancement**
* Customer communication and Man Management
* Negotiation Skills, articulate spoken and written communication skills
* Recruitment, Induction and Training
* Project Management Expertise
* Vendor Management
* Inception and Review of Policies and Procedures
* Building Relationships, People Skills, Interpersonal Savvy, Problem Solving,
* Client Management and Office Administration.

**Achievements & Projects Handled**

* + - * + Top Performer in retail products for the year 2005 ***(ABN Amro Bank)***
				+ Highest performer of the month in retail products (ABN Amro Bank)
				+ Top Performer of the month in retail products (First Gulf Bank)
				+ Headed the set up and mobilization of the Abu Dhabi office,
				+ WSP Middle East. (WSP)
				+ Implementation of ground rules and top level policy, HR process and procedures (Bin Moosa Group)

**Employment**

**History**

*BIN MOOSA GROUP****, ABU DHABI GEN ADMIN & H. R OFFICER***

***2009 – March 2015***

* + - * + Working closely with Head of Departments to understand and implement policies and procedures;
				+ Promoting equality and diversity as part of the culture of the organisation;
				+ Liaising with a wide range of people involved in policy areas such as staff performance and health and safety;
				+ Recruiting staff - this includes developing job descriptions, short listing candidates for interviews, assessment and further hiring and induction.
				+ Developing and implementing policies on issues such as working conditions, performance management, equal opportunities, disciplinary procedures and absence management;
				+ Preparing staff handbooks;
				+ Advising on pay and other remuneration issues, including promotion and benefits;
				+ Undertaking regular salary reviews;
				+ Negotiating with staff and their Line Managers on issues relating to pay and conditions;
				+ Administering payroll and maintaining employee records;
				+ Interpreting and advising on employment law;
				+ Dealing with grievances and implementing disciplinary procedures;
				+ Developing with line managers HR planning strategies considering immediate and long-term staff requirements;
				+ Analysing training needs in conjunction with departmental managers;
				+ Preparing weekly and monthly reports for HODs;
				+ Preparing QMS reports as and when requested by the department heads for ISO updates;
				+ Preparing diagrammatical and analytical presentations on various HR factors including departmental budgeting;
				+ Maintaining a staff leave planner.

 **WSP MIDDLE EAST**, ABU DHABI

***ADMINSTRATION AND HR EXECUTIVE***

***2007-2009***

* + - * + Liaise with the Properties Manager and ensure that the property requirements for the office as per requirements and guidelines.
				+ Ensure that any issues with respect to safety and security of the office and equipment are brought to the attention of the properties manger and rectified immediately.
				+ Liaise with the IT Department with regards to the maintenance of existing equipment and seek replenishment or new supply when needed.
				+ Managing the dispatch section of the office and ensure all required documents and items are delivered in their respective destinations.
				+ Ensure the driver’s Log Sheet is adequately completed and signed by all recipients.
				+ Liaise with the HR Department for the collection and checking of all paperwork for the processing of Visas through the PRO Agency, maintaining up to date records for each employee.
				+ Prepare and forward a weekly report to the HR Department on the status of visas.
				+ Liaise with the HR Department to ensure all new starters are issued with relevant hardware/software and notify the IT Department of any computer problem.
				+ Keep a leave planner to record and update all leave within the department.
				+ Receive cheques for onward payment of: staff medical bills, car rentals, etc. as well as suppliers.
				+ Manage contractors, ensuring validity and purpose and directing them to their appointed task(s).

**Banking Experience**

 **FIRST GULF BANK**, ABU DHABI

 ***SENIOR RELATIONSHIP OFFICER***

 **2005 - 2007**

 **ABN AMRO BANK**, ABU DHABI

 ***SALES OFFICER*** 

 ***2003-2005***

** National Bank of Abu Dhabi**

 **Client & Customer Management**

 **May 2015 – November 2016**

 **Education Masters in Business Administration, MBA**

 Sikkim Manipal University of Science and Technology

 ***Specialized in HR and Finance, Graduated in 2009***

**Certifications**

 ***Certified Quality Management Systems (QMS) Auditor by***

 ***BUREAU VERITAS.***

**Computer**

**Knowledge**

**Proficient in MS Office**

**Personal Information:**

 **Date of Birth : 19/03/1983**

 **Nationality : Indian**

 **Marital Status : Married**

 **Languages : English, Hindi, Malayalam**

 **Driver's License : Valid UAE license since 2003.**