### **SATWINDER**

**Satwinder.353729@2freemail.com**

 **HR Executive Management || Office Administration || Marketing Sales**

**PERSONAL DETAILS**

Profile Female, 25, Unmarried

Date of Birth 9th July 1991

Nationality Indian

Current Location Bank Street , AL ROLLA, Sharjah

Contact Address VPO Marar, PO Jand Sahib, Teh. & Dist. Faridkot, (Punjab) India

Languages Known English & Hindi & Punjabi

**INTRODUCTION**

Customer focused professional with over 3 years’ experience in facilitating Institute HR operations and Oranization process and HR Management for national and international customers. History of success in escalating, customer issues, enhancing customer experiences and satisfaction and uniting teams to deliver exceptional service.

* **HR Management :** Outstanding knowledge of HR Management and security facilities. Confer with administrative personnel, government regulatory agencies, and representatives of other Hotel to propose revision and adoption of rules procedures governing Hotel operation activities. Accomplished in enhancing HR Management operations through process improvement, internal audits and staff development. Strong knowledge of operational characteristics, services, and activities of Company and Organization.
* **Administration & Support:** Independently multitask and prioritize demanding administrative operations to meet time-critical deadlines. Solid operations background with knowledge of administrative coordination. In-depth knowledge of office management works. Ability to analyze operational data to support new initiatives / functional enhancements. Profound knowledge of record keeping (clear and accurate records), reporting. Engaged in designing budgets to provide long term benefits to implement new projects and upgrading the Organization facilities.
* **Management Skills:** Armed with sound judgment and decision-making skills, coupled with exemplary leadership aptitude in constructing strategic vision, generating financial success, and delivering positive results across business functions. Renowned as articulate communicator, strategist, and negotiator; accustomed to establishing positive relationships with customers, staff, and high-level personnel.

**Highlights**

* Served as key person communicating operations' effectiveness with implementation for best practices – AIET Institute.
* Played a key role in setting-up operation for Hotel Management Operation and Policy(Vachi Inn)

**ORGANISATION SERVED**

**Hotel Vachi Inn Jaipur (Raj.) INDIA. HR Executive Feb’2016 to Dec’16**

* Spearheading the importance of operational efficiency across the organization as a means of advancing business growth in key areas such as customer base, transactions, and improved customer experience.
* Performing regular inspections on facility Front Office and FNB and Recruitment operation and update Operations Manual, Standard Operating Procedures, Terms and Conditions of Carriage and Internal Information.
* Participating in:
	+ Implementing briefings, refresh or remind Standard Operating Procedures
	+ Supporting Hotel policy performances and improvement program.
	+ Developing standardized process flow, reports, documentation, forms, equipment and grooming
	+ Controlling staff irregularities on Standard Policy Procedures
* Evaluating all operational reports, complaints received and logs and recommended changes.

**Adesh Institute of Engg. And Technology Faridkot Punjab HR EXE cum Counsellor Jun’13 – Dec’15**

* Administered Institute record and office management, developed continuous improvement processes and assisted in its implementation.
* Performed and ensured Institute security checks to ensure:
	+ Ensuring the department complies with all recruitment Policies, Laws, and Regulations.
	+ Writing up professional job adverts
	+ Setting up, monitoring and then tracking employee probationary periods.
	+ Carrying out background and reference checks on prospective
	+ Maintenance of the HR records and systems
	+ Keeping track of any employee anniversaries and awards they are due.
* Screening phone calls, emails, letters and personal visits
* Interpreting and clarifying the companies HR policies & practices.
* Participate in decision making as a full member of the College Strategy Group (The College’s top management team). Work closely with the College Registrar, College Accountant and other members of the College Management Support team to ensure that the appropriate support infrastructure is in place to facilitate the achievement of College strategic academic objectives
* **Project Training:**
* S I P ; Summer Internship Project on study of Recruitment and Selection at Satia industry Rupana Malout road Mukatsar(Pb)
* FAFR; project on study of customer service at “critical care Jeevan Rekha” Hospital Jaipur,( Raj.)
* **Training certification**s:
	+ MBA 1st Sem. : Parle Neemrana at Alwar
	+ Attend **National Conference on MSME** at Jaipuria Institute of Management, Jaipur.
	+ Attend **19th National Children’s Science Congress** as volunteer in Jaipur National Uni. Jaipur.

**Hotel Vachi Inn Jaipur HR Executive Feb’2016 to Dec’16**

**AIET Faridkot Punjab HR Executive cum counsellor Jun’13 to Dec’15**

**EDUCATION**

2013 **MBA. HR Marketing** Jaipur National University Passed/ First-class

2011 **B.A. Economics/history/ Hindi** Punjabi University Passed/ First-class

**IT SKILLS:** WINDOWS – 2007; MS Office

**COMPETENCY COVERS**

Strategic Planning || Customer Services || Conflict Resolutions || HR - Recruitment || Training & Development

Process Improvement ||Marketing and Sales

Operations Management || General Administration & Facility