**MOHAMMED**

**MOHAMMED.356586@2freemail.com**

**PROFILE**

 **9+ YEARS EXPERIENCE IN MANAGEMENT RELATED ASPECTS**
 MBA (HR & Marketing) professional with over 9 years of experience in HR & SCM related aspects and Administration, seeking an opportunity to share my experiences by my positive contributions for the company.

**SUMMARY OF WORK EXPERIENCES & SKILL SETS**

* **Aviation operations**

Safety & security Ground handling Airline Operation Passenger assistance Claims management Cargo Handling Customer services Complaints handling

* **Human Resources & Administration**

Recruitment & Retention Onboarding Compensation & Benefits Administration

Payroll Management General Administration Performance Management

Grievances handling Exit Formalities Employee Management

* **Supply Chain Management**

Material & Inventory control Purchasing, sales & Marketing Stores & Warehousing

Logistics & Transportation Courier management; Vendor Management

Procurement of Admin materials

**PERSONAL TRAITS :**

Self-directed & Motivated, Highly Organized Collaborative commitment oriented Adaptable & Flexible

Microsoft Office Skills Pressure handling capacity Time-management skills

Excellent organizational skills Team management Inter personal skills

English, Tamil, Hindi, Malayalam, Arabic (Read).

**EDUCATION SUMMARY**

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| --- | --- | --- |
| **DEGREE** | **INSTITUTE** | **YEAR** |
| **MBA (HR & MARKETING)** | St Peters Engineering College, Anna University, Chennai, T.N, India | **2004** |
| **B.I.S.M** | The New College, Madras University, Chennai, T.N, India, | **2001** |
| **Exec. SCM** | IIMM, Bangalore, Karnataka, India | **2007** |
| **Safety Management Training** | MSME, Chennai, T.N, India | **2010** |
| **AVSEC** | Bureau of Civil Aviation Security (BCAS), Chennai, T.N, India | **2011** |

**SUMMARY OF ACCOMPLISHMENTS**

* Appraised by my superiors for the continuous job performance during my tenure in the aviation sector
* Accomplished targeted customers’ and increased revenues during my three months tenure in a hotel industry which was not done by my former colleagues– Appraised by my superiors

**WORK EXPERIENCE**

**Asst. Manager HR & Admin, Quick Logistics LLC** **, Sultanate of Oman, Feb’17 to Present**

* **Experience in:** International recruitment, web based recruitment systems, international mobility, succession planning, and reward and bonus schemes.
* Responsible for all HR related aspects such as Planning, Recruitment, Selection, Onboarding process, employment medical, Joining formalities, Visa Formalities, Resident card, staff facilities (such as accommodation); Vehicle insurances, Employee Insurances, Employee Grievances, Compensation & Benefits, Performance appraisal system
* Various kinds of Letter issuance (Increment & Promotion Letters, Warning, NOC, Request letter, termination, resignations, etc.), Contracts of the Employee, Salary Card, Employee Bank Accounts;
* Maintain & Provides database, Payroll management information by collecting time and attendance records.
* Responsible for the smooth operations of the sites, office, accommodations, etc. ensuring the normal work.
* Communicate with customers via phone, email, mail or personally for all office related queries.
* Responsible for the company's secrecy and all kinds of electronic and paper document archive inquiry;
* Ability to deal with ambiguity, diplomacy and analytical decision making ability and results focus;

**Customer Support Officer & Admin Assistant, City Air Travels, Chennai, T.N. India Aug’13 to Jan’17**

* Providing customer services (filing & documentation, project works, account source documents) & resolving issues accordingly
* Coordination with customers (internal & external), suppliers … etc. as appropriate.
Responsible for General Office Administration duties on a daily basis to ensure smooth operations.
* Coordination on planning, organizing and executing the required operations / tasks.
* Maintenance of records & Documents maintenance;
* Contributes to team effort by accomplishing related results as needed.

**Security & Admin Assistant, Srilankan Airlines & Air India, Chennai, Tamil Nadu, India, June’11 to Dec’12**

* Handling all functions of security measures in airport such as passengers' safety and security, protection from sabotage and unlawful interference of airport facilities & aircraft;
* Experience in handling security investigations & taking corrective steps through assessments (emergency response, risk analysis and prevention), in order to perform critical job accountability.
* Knowledge of safety and security operations, sufficient to be able to respond to a variety of emergency situations;
* Detected and recovered unlawful items during surprise checks which were prohibited in the aircraft from passengers.
* Meet on demand operational requirement to ensure smooth operations such as delay, VIP, DNB situations, etc.
* Providing best customer services (Safety & security, Ground handling, Airline Operation, Passenger assistance, Claims management, Grievances & complaints handling, Cargo Handling, Customer services)
* Conduct spot checks and monitor to create alertness among the loaders, staffs, GHAs;
* Maintaining stores and warehouses – inventory stock maintenance; material coordination & transportation of cargo to respective destinations
* Verifying invoices pertaining to station expenditure and passing it for payment to Finance
* Staff distribution/allocation of Roster. As required, recruit, train and supervise clerical staff and non - clerical staff on ground and delegating work as required;
* Basic Airport & security procedures & regulations - IATA principles & standards relating to security
* Resolves Administration related issues by documentation, reports maintenance to all levels of company

**HR Assistant - Zaynab Business solutions , Chennai, T.N, India – Oct’09 to Nov’10**

* Efficiently perform all recruitment activities (Manpower Planning; Sourcing, scheduling, recruiting, interview Selection and Assessment, training and supervising junior staff and delegating work, salary negotiation, etc.)
* Providing right candidates for various roles & all levels such as SCM, HR, Marketing, non-technical positions based on the requirements of the clients such as iGATE, iSoft, On Load Gears, etc. within agreed time frames;
* Handled overseas bulk recruitments for skilled & unskilled men, mid and top level executives in construction and power projects for Oman, Kuwait and Qatar;
* Administration oriented tasks handled such as Cash collection, stationery, database management, etc.
* Displays a high level of effort and commitment towards performing work;

**Commercial Asst. (Materials & Admin), ETA ASCON, UAE & Bahrain, June’07 to July’09**

* Admin & secretarial tasks like mailing and correspondence; Generate weekly and monthly reports;
* Take initiative in manager's absence; Supporting Commercial Manager and Executives in office administration, client correspondence, etc. Handle all inquiries within my capacity;
* Team management of 14 employees; administer and explain benefits to employees, serve as liaison between employees and the management.
* Coordinate with the HR Officer regarding employee related issues & provide him with feedback, comments, suggestions, etc. for improvements of the staff as and when required.
* Participates in extra-curricular activities and community events as and when required.
* Travels to attend meetings, workshops and conferences as required.
* Awarded additional responsibility to handle administration of staffs & supply chain related aspects such as stores & inventory, logistics, purchase, material handling (cargo loading & unloading & coordination), customs & port clearance, Administerial correspondences & documentation
* Organize and distribute staff schedules in liaison with the store Manager; Assist Cargo Supervisor on daily operations as per DGR regulations;
* Ensure standards for quality, customer service and health and safety are met.

**HR Executive - Degrees and miles consultancy - Chennai, Tamil Nadu, India - July 2006 to May 2007**

* All recruitment process to acquire manpower through sourcing, advertising, etc. for various clients and providing manpower support to top organizations;
* Coordinates, negotiates and liaises with employment and advertising agents on service fee, advertisement recruitment and interview schedules.
* Conducts interviews up to senior executive levels, Arranges interviews for management levels; recruiting, training and supervising junior staff and delegating work as required;
* Responsible for functional hiring at all levels for various domains such as Operations, SCM, HR, Marketing, Technical positions, and Account & Admin
* Compile weekly and monthly reports to the Business Partners and brief on the talent acquisition strategies.

**DECLARATION**

 I can work with minimum supervision with a positive attitude towards work, diligent and hardworking with passion for excellence.