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| **Vandana** **Vandana.359616@2freemail.com** |

**SYNOPSIS**

A combination of initiative, hard work, commitment, values and varied experience coupled with the drive to carve a niche in a professional and competitive environment. Good inter-personal skills; Effective Leadership and Team skills; my mantra for success is “focus, honesty and smart work”. The objective is to develop a career in HR, to associate myself with an Organization wherein my capability, creativity & knowledge are enhanced and utilized to the fullest.

**CAREER PROGRESSION - SNAPSHOT**

**GROUP MANAGER – HR, ADMINISTRATION, SALES CO-ORDINATION**

* **MANAVASEVA HOSPITAL, Thrissur (Kerala)**

**(Eye and Dental Hospital managed by Shree Chandra Manavaseva Trust)**

* **OCULAIRE OPHTHALMIC VENTURES PVT LTD, Thrissur, (Kerala)**

**(A start up Ophthalmic Medical Device Company)**

**(A Backward integration initiative)**

**PERIOD: *January 2009 – December 2015***

**ROLE** – Employee planning, recruitment and development, Administration and Sales co-ordination

Responsibilities:

* Dealt with a wide spectrum of HR operations involving setting up of a startup company and expansion of an established specialty hospital.
* Worked with Directors/Trustees to create HR policies and procedures; recruit employees; and develop training and incentive programs for the hospital expansion as well as the Start Up Company.
* Manage leave-of-absence programs and personnel records in consistent with the State Labour Policy.
* Structured and implemented compensation structures, benefits packages, incentives, employee retention/motivation programs and new-employee orientation.
* Fostered a teamwork/open-door environment conducive to positive dialogue
* Wrote employee manual covering issues including disciplinary procedures, code of conduct and benefits information.
* Trained admin staff in Tally for Billing, handle sales calls and maintain stocks
* Co-ordinate the sales team.
* Guided in setting up and ensure smooth working of the Guruvayur branch of Manavaseva Hospital
* Organize free eye camps
* Co-ordinate with main hospital for posting surgeries and emergency cases.
* Regularly update the MD and the Managing Trustee of the hospital about the financial position and issues impacting working of the branch.

Technical Support Engineer (Notebook support, Voice)

**HP Global India Delivery Center,** **Bengaluru**

**PERIOD: *December 2003 - October 2005***

Responsibilities:

* Troubleshooting all technical issues of HP Notebook computers for North American Customers.
* Creating a database of all technical issues relating to the product, for my team.
* Training of new agents on call floor as well as new team members
* In charge of organizing “Fun Activities” for the team

Achievements

* Improvement and modernization of tools used by the agents on the call floor to record and maintain the information of all calls taken by them
* Recipient of award for **Best Performance in Sales Promotion (SPOS)**

**Technical Support Consultant (WinTech)**

America Online Member Services, Bengaluru

**PERIOD: *May 2003 – October 2003***

Responsibilities

* Troubleshoot all technical issues related to the internet service provided by AOL to members in North American region.

**Sales – Coordinator (South Delhi)**

**M/s. J.M.D Marketing,** New Delhi

(Dealers of home products)

**PERIOD: *July 1998 – December 2000***

Responsibilities:

* Conducted market research for the company for the products they were dealing.
* Launch with products that would bring in required sales turnover for the company
* Recruit and train sales team for south Delhi area

**Branch Office Co-ordinator (Delhi)**

**M/s. CADMACH Machinery Co. Pvt. Ltd.,** New Delhi

(a concern of ***ZYDUS CADILA*** Group)

**PERIOD: *August 1997 – June1998***

Responsibilities:

* Attend to all enquiries from customer
* Order letters for correspondence with the parties and prepare Pro-forma Invoice.
* Co-ordinate with the Head Office in Ahmedabad

**Office Coordinator**

**M/s. CAAMPAN IMPEX**, New Delhi.

(Exporters of handloom products and made-ups)

**PERIOD: *January 1995 - May 1997***

Responsibilities

* Preparation of all correspondence with the clients in domestic and international markets
* Procurement of orders and negotiate with clients
* Co-ordinate with the handloom manufacturing unit in Kannur (Kerala)
* Maintainenance of all office records.

**Educational Background**

ACADEMIC QUALIFICATION

* MBA - HRM from Sikkim Manipal University (2016)
* B.Com

Professional Qualification

* Diploma in Computer Science, Uptron ACL, New Delhi
* Short term course in JAVA and Web Designing, Asset International, Kerala
* Operating Knowledge of MS-Excel, MS-Word and Tally 9

**ADDITIONAL DETAILS**

* Date of Birth : 6th June
* Multi linguistic : English , Hindi , Malayalam ,
* Nationality : Indian
* Visa status : On Visit Visa (Valid upto 30th May 2017)

**(VANDANA)**