**Sheni**

[**Sheni.360622@2freemail.com**](mailto:Sheni.360622@2freemail.com)

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CAREER SUMMARY

* Overall **5 years&3 Months** of experience in India & UAE.
* **3 Months** of experience in UAE Tours & Safari.
* **1.6years** of experience in oversea Recruitment’s. Junior, Mid, and Senior Level hiring for onshore & offshore requirements.
* **Experience working in both IT and non- IT recruitment requirements.**
* **4 Months** experience in Finance Industry.
* **3.2years** of experience in Travel and Tourism. Issuing and Reissuing electronic tickets. Fixing ticketing errors. Refund the tickets through GDS and BSP link. Passport Processing.
* Galileo, Amadeus, Sabre, SPSS

TECHNICAL SKILLS

ATS: CATS, Taleo, Talemetry

Job Boards: Monster, Dice, Career Builder, Ladders, Indeed

Social Sites for Recruiting: LinkedIn, Google, Yahoo, Face book, Twitter

Technical Skills: MS Office Suite, Lotus Notes 8.5

ACADEMIC CREDENTIALS:

* MBA-HR, Karunya University, Coimbatore (2011-2013)
* Diploma in IATA/UFTAA, Speed Wings Aviation Institute, Kochi (2007 – 2008)
* Diploma in International Airlines & Travel Management, IITC, Mumbai (2005 – 2006)
* B.Sc. Fashion Designing, NIFD (Annamalai University), Raipur (C.G) (2002- 2005)

PROFESSIONAL EXPERIENCE:

Company – Emirates Adventures Tours & Safari **18thSep** 2016 – 31stDec 2016

Designation –**Customer Service & Receptionist**

Roles and Responsibilities:

* Handling all inbound city tours & Safari.
* Handling customers requirements via E-Mail or over phone or in person.
* Explaning the procedures about the activities.
* Coordinating with the PRO for medical, visa process and visa cancellations as well.
* Drafting the contract letters and completing the joining formalities.
* Keeping track of the original passports of the employees and releasing them when required.
* Updating the employee details in the HRMS Software.
  + - * Keeping track of expiry of passports, visa and Occupational health cards of employees and coordinating with the PRO for renewal.
* Coordinating with the Insurance Company by sending the details and ensuring the Medical Insurance cards are provided to the employees.

Company –**Wipro Technologies Ltd. 01st**July 2015 – 31stDec 2015

Designation -**Executive Consultant**

Roles and Responsibilities:

* Worked as a part of the Global leadership hiring team and responsible for strategic and domain requirements for multiple business units of India geo i.e. IMS, Government & Defense by managing senior and lateral hiring requirements.
* Regular interactions with Business and Hiring Managers on the open requisition
* Sourcing candidates through various channels i.e. internal sourcing/job portals/LinkedIn/Job postings, Referencing etc.
* Evaluating candidates in an initial stage, short-listing and explaining job profile to the candidates.
* Scheduling interviews for Technical & Management rounds and following up with interview panel for feedback.
* Following up with the candidate for offer acceptance & ensuring background verification is completed before the candidate is on-boarded.
* Maintaining daily trackers on the requirements being worked on and the candidate status and updating the recruitment database and providing daily and weekly reports on the recruitment status to the top management.Documents are checked to ensure the quality of hire.

Company – **Brillio Technologies Pvt. Ltd.** 5thMay 2014- 30thApril 2015

Role - **Consultant**

Roles and Responsibilities:

* Specialties: Recruitment - Head Hunting, Professional Networking, Research & Hiring of Web
* Worked as a Consultant and handling End-to-End US Recruitment Cycle.
* Prescreening & Tele Screening - Collecting the details of the potential Candidates.
* Following up with the candidate for offer acceptance & ensuring background verification is completed before the candidate is on-boarded. Preparing MIS report and sending to the Associate Director and Manager.Assigning the priority list to respective employees.
* Contacting vendors for the requirements.
* Sending critical requirements to Marketing Heads to advertise.

Company – Kosamattam Finance Ltd. **1st**Jan 2014 – 30th April 2014

Role – **Branch Executive**

Role and Responsibilities:

* Handling the cash transaction.
* Opening the new account for the customers.
* Maintaining the cash book, Ledger book.
* Reporting to Area Manager about the transaction details.
* Providing the Gold loan to the new customer.

Company – **Creative Tours & Travels India Pvt. Ltd.** **1st**July 2009 – 31stMay 2011

Role – **Counter Staff (Ticketing & Passport)**

Role and Responsibilities:

* International and domestic Air ticketing.
* Verifying fare rules and ensures itinerary meets fare restrictions.
* Train reservation.
* Passport Processing.

Company –**TRX Technologies India Pvt. Ltd.** 21stApril 2008 – 28thJune 2009

Role – **Officer Process**

Roles and Responsibilities:

* Worked at ticketing hub of EXPEDIA. Issuing, Reissuing electronic tickets.
* Verifying fare rules and ensures itinerary meets fare restrictions.
* Handling inbound call from Expedia front office and passenger.
* Make outbound call to airline and GDS to rectify ticketing issue.
* Refund the tickets through GDS and BSP link.

PERSONAL DETAILS:

Female, Indian, and DOB: 31st July 1983,Single,

**Linguistic abilities:** English, Hindi and Malayalam,

**Visa Status:** Visiting Visa till 20th April 2017

**Current Location: Dubai, UAE**