

**Sean**

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**Career Objective**

To obtain a challenging position that allows me to utilize my talent and expertise in an environment conducive to continual advancement of knowledge and skill. A leader with decision making skills and ability to identify areas requiring change.

**Employment History**

 **Nael & Bin Harmal Hydroexport Est. (Al-Ain, UAE.) 2016 - Present (Position downsized)**

 Workshop – Timekeeper/Coordinator/Asst. Administrator

Being a leading construction company in the UAE, it has a fleet of over 3,000 vehicles and equipment.

 It has its own workshops across the Emirates for regular maintenance and repairs.

* Handle the new employee joining process and arranging for their accommodation
* Generate daily and monthly attendance report of about 150 employees.
* Prepare overtime report to be reviewed before the final approval from the manager.
* Manage leave application, resignation and terminations
* Document control and data processing
* Handle petty cash and maintain the daily expenses report
* Update appointment calendars’ and schedule meeting/appointments for the manager
* Dealing with emails and often corresponding on behalf of the manager
* Maintain breakdown vehicle inventory and communicating the issues with the garage foreman
* Generating timesheet for about 120 vehicles and transfer them to different projects as directed by the management
* Ordering parts and materials
* Coordinating with the central store for parts and materials

 **Serco Global Services (EasyJet Airline Process)\_\_\_\_\_\_ \_\_\_\_ 2013 - 2015**

 Senior Customer Service Advisor

* Worked for both voice support and back office
* Advised travel plans, airline policies and often travel document requirements
* Made reservations on DOS based system
* Made amendments in the itinerary
* Assist customers facing technical difficulties on the website and mobile application
* Dealt with compensation and reimbursement claims in case of flight delays, cancellations and denied boarding; often denied compensations keeping in line with the EU regulations
* Corresponding to customers’ queries and complaints by email
* Underwent training in email writing skills

 **New Life Fellowship Association (Mumbai, Maharashtra, India.) 2011 - 2013**

 Administrator for Youth Education

 An NGO run by the church organization offering pre-primary education (Balwadi) to the

 underprivileged and weaker section of the society.

* Manage monthly budget and finance for five branches
* Manage staff schedules and monitor operations
* Prepare reports and updating the management on a daily basis
* Communicating instructions from the management to the staff
* Keeping a record of daily attendance of students
* Order stationery, study material and food supplies
* Procuring Sponsorship from missionaries
* Arranging accommodation for missionaries

**Education**

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| **2012**  | Bachelor in Mass Media (B.M.M.) **-** Mumbai University.  |
|  | Lord’s Universal College, Mumbai, India. |
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| **2009**  | H.S.C. **-** NIOS Board |
|  | Lord’s Universal College, Mumbai, India. |
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| **2007**  | S.S.C. – Maharashtra State Board |
|  | Holy Family Convent High School, Mumbai, India |

**Computer Skills**

MS- Excel, MS- Word and Power Point, Oracle JD Edwards/Kana/MS DOS (user level)

**Professional Efficiency**

* Self-motivated, independent and highly professional
* Excellent communication, negotiation and interpersonal skills - spoken and written
* Administration and customer service skills
* Adaptable to change and challenges
* Open attitude towards learning
* Creative and problem solving skills
* Flexible team player

**Personal Details**

**Marital status** : Single

**Languages**  : English, Hindi, Marathi and Konkani

**Hobbies** : Travelling, adventure, sports, playing musical instruments

**Visa Status**  : Employment