

**Shahija**

**MBA – HR & Finance**

**HR and ADMINISTRATION - 4 YRS**

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OBJECTIVE

To contribute to the success of the program assigned, by facilitating communication & ensuring optimum satisfaction for management as well as the customer and crafting value propositions.

PROFESSIONAL SUMMARY

* 4 years 6 months of total work experience
* Around 4 years of experience in Human Resource – HR and Administration
* Around 6 months of experience in Business Development
* Around 6 months of experience in Customer Relations
* Handled the entire gamut of HR Activities which includes Recruitment, Induction and Training, Performance Appraisals, Employee Relations, Leave Management, administrative activities, Exit and Final Settlements
* Identifying opportunities and developing new clients through networking, referrals, company  
  lead generation and cold callings
* Provide service information and resolve any emerging problems that our customer accounts might face with accuracy and efficiency

TRAINING & CERTIFICATIONS

* Diploma in Computer Application - **DCA** from CSC, Bangalore
* Training on Global Distribution System – **GDS**, Airlines (Amadeus &World Span)

TOTAL WORK EXPERIENCE (4 Years)

24/7 Customer Pvt. Ltd., Bangalore (Apr 2017 – Oct 2017)

Client: Expedia

Designation: Executive G2

Responsibilities:

* Handling and managing daily airline bookings through GDS and sites
* Responsible of providing the highest quality of customer service by understanding customer concerns and provide assistance based on each customer needs and requests
* Explain and ensure a full understanding airline ticketing Terms & Conditions
* Provide service information and resolve any emerging problems that our customers account, with accuracy and efficiency
* Clear communication of products (airlines,hotel, car and package) pricing information and Insurances
* Handling and managing daily hotel bookings as per the customer/guest requirement
* Assist and resolve guest calls, requests and problems prior to check-in, through their stay and post check out at the hotel
* Assist guests in booking car rentals and provide a full understanding of the car insurance attached with the booking
* Always go an extra mile to attain customer satisfaction and reflect good Company image

Qualitree Solutions Pvt. Ltd., Bangalore (Oct 2014 – Nov 2016)

Designation: HR Executive

Responsibilities:

* Act as the FPOC for all human resource and administrative activities
* Provide efficient support to the management and the employees across all levels
* Assist human resource manager in recruitment and selection process and Conducting first round screening.
* Post Recruitment activities - verification of educational certificates, employment testimonials and other documents, new hire processing through internal database.
* Assist in the on-boarding process for new hires - issue of ID card, creation of Email ID, maintaining employee database etc.
* Have been the SPOC for Conducting Induction for new joinee’s. Coordinated for all soft skill Training Program for the organization.
* Maintaining employee time sheets, leave records and consolidate to assisti the payroll team for salary advances
* Handling employee Query, concerns, grievances, disciplinary issues, communicating organizational stand on issues and building relationships with employees across all levels.
* Administration - Schedule meetings and appointments, preparing invoices, maintain employee records and files, communication and clerical support including mailing, scanning, faxing and copying to management, Organize stationery orders,
* Processing Business Visa’s for the employees and the directors to meet their training and business needs
* Conducting exit interviews and submit a comprehensive report to the manager

Wipro Technologies, Bangalore (March 2006 – August 2007)

Designation: Resource Executive

Responsibilities:

* Entire process of recruitment across various internal departments
* Coordinating between the technical panel and the business team for the existing requirements
* Mapping and designing of the job specification and job description.
* Recruitment through Personal contacts, Jobsites (Naukri, Monster..), Recruitment Consultants, Internal References and advertisements.
* Actively participated in job fairs, campus and walk-in interviews.
* Conducting initial HR interviews and scheduling for the next level interviews
* Follow up with the technical team and Coordinating between the candidate and the offer releasing team to ensure timely flow of information and the joining of candidates
* Initial verification of educational certificates, employment testimonials and other documents and passing it to the BGC department for verification checks.

**Khushi Placements, Bangalore (September 2005 – March 2006)**

**Designation: IT Recruiter/Business Development Executive**

Responsibilities:

**Recruitment**

* Responsible for end to end recruitment across various technologies for client requirements
* Interacting with the client for the existing requirements and the job description
* Recruitment through Personal contacts, Job portals and social sites
* Screening, short listing and formatting the candidate profile in specific format prescribed by the client
* Scheduling the candidate for interview at the client location
* Coordinating between the technical panel and HR for necessary feedbacks
* Monitoring and maintaining the database on the basis for current requirements and building a pipeline for immediate future requirements
* Coordinating between the candidate and the client to ensure timely flow of information and the joining of candidates

**Business Development**

* Build new business by prospecting and making cold calls and site visits
* Identifying opportunities and developing new clients through networking, referrals and company  
  lead generation
* Build and maintain a database of corporate clients
* Meeting with new clients and ensures stability of income from existing set of clients

EDUCATIONAL SUMMARY

* **Masters in Business Administration (MBA)** from Garden City College, Bangalore. specialized in **Human Resource** and **Finance.**
* **Bachelors in Science (B.Sc)** from Christ College, Bangalore. Subjects - Physics, Chemistry and Mathematics

ACADEMIC PROJECTS

# As a management trainee for a period of two months at Caterpillar Commercial Pvt Ltd, Bangalore.

# Project on evaluating the effectiveness of training program at Air Deccan Pvt Ltd, Bangalore, for a period of 2 months

PERSONAL DETAILS

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| Date of birth | 23rd November 1982, |
| Nationality | Indian |
| Marital Status | Married |
| Gender | Female |
| Languages Known  Currently Residing | English, Hindi, Kannada, Malayalam, Tamil, Arabic(Read &Write)  Spanish(Completed first level)  Dubai |

**DECLARATION**

I hereby declare that all the above information is true to the best of my knowledge.

**PLACE**: **Dubai**  **…………………...**

**DATE: (SHAHIJA)**