**CHRISTINA**



**Mobile:** C/o 0505891826

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**Personal Particulars**

**Gender:**Female

**Nationality:** Indian

**Marital Status:** Single

**Date of Birth:**20th October 1992

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**CAREER SNAPSHOT**

* A diligent and methodical professional with **more than four years** of diverse experience in Administration, Technical Assistance, Recruitment and Customer Care Operation in various industries
* Expertise in database management, general and personnel administration, client relations, travel management, record management and calendar management
* Good documentation abilities in respect of recording and presenting voluminous data in easy-to-understand formats
* Adroit in administrative strategies, policies, rules and regulations that are pertaining to the organization
* Excellent ability to enhance the operational efficiencies and maximize the operating funds
* Ability to communicate well with people at all levels, including clients, besides being able to work independently and in a team environment
* Conversant with Microsoft Office& Microsoft Excel

**EDUCATION**

* Bachelors in Mass Media from Mumbai University, 2013

**SKILL SET**

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| --- | --- | --- |
| * Office Administration
* Audit Management
* Query Management
* Facilities Management
* Quality Analysis
 | * Work Flow Management Time Management
* Inventory Management
* Staffing and Recruitment
* Statutory Compliance
 | * Documentation and Reporting
* Process Improvement
* Travel Ticket Bookings
* Business Communication
* Staff Training and Development
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**WORK EXPERIENCE**

|  |  |  |
| --- | --- | --- |
| **Organization** | **Designation** | **Duration** |
| Selandia Ship Management India Pvt Ltd | Marine, Safety & Quality Officer | October 2017 – till date |
| Selandia Ship Management India Pvt. Ltd. | Fleet Personnel Executive | Nov 2014- Oct 2017 |
| Selandia Ship Management India Pvt. Ltd.First Source Solutions Ltd. Fidelity National Information Services, Inc.  | Technical AssistantRecruitment Consultant Customer Care Executive  | Apr 2014- Nov 2014Jun 2013- Sep 2013Oct 2010- Jan 2011 |

**KEY DELIVERABLES**

**As a Marine, Safety & Quality Officer**

* Responsible for maintaining the Oil Record Book
* Executing both Tanker Management Self Assessment (TMSA)audit and Internal audit
* Managing contingency room and checking the equipments
* Coordinating with the executives and senior administrative assistants to handle requests and queries fromsenior managers
* Coordinating /following up with other departments for the information to prepare reports as requested by the manager

**As a Fleet Personnel Executive**

* Arranged the interview for new & promotional candidates
* Organized and scheduled appointments
* Proposed for the top four candidates to owners &technical department for the further process
* Arranged the pre-joining briefing of top 4 officers
* Wrote emails, correspondence memos, letters, faxes and forms
* Received/prepared/disbursed departmental communication e.g. letters, memos and faxes
* Executed all types of administrative tasks including paperwork, reviewing documents, filing, printing, drafting basic letters, verifying information and calling
* Assisted in the preparation of regularly scheduled reports
* Developed and maintained a filing system
* Handled necessary travel arrangement through coordination with travel agents and hotels
* Initiated and maintained the records of appraisal reports
* Monitored and informed about the ‘Training Needs Identified’ to the officers as per appraisal reports
* Coordinated and followed up with other departments for information to prepare reports as requested by the manager
* Prepared the presentations for internal/external parties
* Arranged thede-briefing of Top 4 officers
* Maintained and monitored the records of Onboard CBT (Videotel)
* Initiated and maintained D&A records (Company Initiated & 3rd Party) while monitoring the shipmate
* Updated the officer’s experience and monitored the compliance on Q88 & OCIMF site
* Prepared quarterly KPI reports
* Prepared the list of issues to be discussed in the meetings& wrote the minutes of the meeting

**As a Technical Assistant**

* Extended assistance to a group of Superintendents in shore-based verification of all applicablecertification and Class documentation of vessels
* Assisted a group of Superintendents in maintaining and monitoring records of surveys,inspections and certification of the vessel, so that they are conducted in a planned and timely manner
* Handled liaison with the Superintendents in executing daily work
* Forwarded the class status reports to respective ship’s each month
* Maintained the status of vessel’s certificates ashore and in Q88 in a timely manner
* Played key role in sending Ship related document and stationeries to the vessels
* Provided technical assistance to engineers and technicians
* Liaised with the superintendents in executing daily work

**As a Recruitment Consultant**

* Identified the hiring needs, developed the position as per the description by the senior management
* Maintained and updated the database of candidates, organizational charts and other recruitment related documents

**As a Customer Care Executive**

* Answered all e-mails received by customers, resolved their queries and complaints on a daily basis
* Ensured that all the e-mail communication activities were performed in accordance with the company policies
* Worked with customers to identify emergency problems and advising on the solution

**AVAILABILITY**

* Ready to relocate immediately : Possess no bond with the current employer

**LANGUAGE SKILLS**

* Fluent in English

**CERTIFICATIONS**

* Safety Management Systems Basics (In-house)
* ISO 9001:2015 Quality Management Systems (DNV Certified)
* ISO 14001:2015 Environment Management Systems(DNV Certified)
* Advanced Excel

**References available upon request**