**RESUME** - **SAJITHA**

|  |  |
| --- | --- |
| Position applied for | Suitable position in HR/ Administration / Operations |

|  |  |
| --- | --- |
| Name | Sajitha  |
| Nationality | Indian  |
| Address | Dubai – UAE  |
| E-Mail  |  sajitha.379893@2freemail.com  |
| Language/s Spoken | English, Arabic, Malayalam , Hindi, Marathi, Tamil, Gujarati |
| Qualification/s | **Master's in Business Administration specializing in HR** Alagappa University India. **Bachelor's Degree in Commerce** Mumbai University India. **Bachelor's Degree in Library and Information Science** Annamalai University India.  |
| Total Years of Experience | 13 Years  |
| Total Years in GCC  | 8 Years  |
| Notice Period of Joining | Immediately  |
| Driving License  | Valid Kuwait Driving License (international) |
| Competencies/ Skills  | * Enhancing Operations, business development & service delivery.
* Identifying, targeting and focusing resources to accomplish goals.
* Ability to motivate and develop staff
* Love to work under deadline and delivery high quality results.
* Making high-level decisions about policy and strategy.
* Ability to work independently
* Knowledge of data analysis and market research.
* Outstanding Presentation Skills
 |

Employment History

**Executive – HR & Admin Operations**

Star Petro FZ LLC

Nov 2017 till date

Dubai- UAE

All HR & Administrative task to support the Business operations of the Company.

**HR functions :**

* New Recruitment, maintaining staff leave account, salary processing on ERP , updating the employee details on payroll ERP system, air ticket for travel, preparing increment, promotion and all kinds of official letters , exit formalities and payments, New Visa, Emirati card, Residency stamping, Visa validity records, Visa cancellations, residency renewals.
* Resolving problems of staff and management arising from time to time.
* Record keeping of all HR employee documents .
* Market research, analysis and data collection.
* Representing the company and attending the legal cases and issues in the Court.

 **Administrative functions :**

* Coordinating with PRO for all Administrative functions on daily basis.
* Banking, LC, port clearance issues, staff salary transfer, visa application, Residency stamping and renewals, submission of documents to Dubai immigration office, Trade license renewal, embassy formalities and payment collection .
* Preparing and getting the agreement/contracts signed by the clients and recordkeeping of the document.
* Ticket booking and reservation of hotel for the Managing Director.
* Making business reports and presentations for meetings of the Managing Director.

**Senior HR Officer**

Le Royal Hotel/ Le Royal Express Hotel/ Le Royal Tower

Oct 2014 till Sept 2017 (3 years)

Kuwait

* Responsible for end-to-end Recruitment (junior, middle & top management level) from overseas & local market for Company’s business operations in Kuwait, Saudi Arabia, Qatar, Dubai (Full Group Companies).
* Implementing the Recruitment process & Equity in Salary Scale and standardizing it across the company.
* Worked on the compensation & benefits structure for all company’s business operations in GCC.
* Arranging & participating in the interview process with the department heads (skype, personal round, telephonic interview, psychometric test, technical test).
* Co-ordinate with the Managers to forecast the future needs and the Retention strategy to retain the best performers.
* Maintaining a Recruitment Tracker of the hiring in process separately and in pipeline hiring and updating it regularly for all business operation locations and making weekly Recruitment Reports to be sent to Management.
* Obtaining approval from management for all new hiring/ rehiring/ internal transfer.
* Preparing Offer letter and obtaining acknowledgement from the candidates.
* Onboarding procedures : Joining date confirmation, Visa application (international hiring), Visa Transfer (local candidates), Ticket booking for international hired candidates, pick up from airport, arranging for accommodation stay in Company, preparing the job description of the staff, document collection (Original Visa, Passport, Photos in white background, original certificates stamped by embassy)
* Liaison with Government Relations/ Admin Department and providing them with the documents of the candidate for work permit, Residency stamping and Kuwait civil Id card.
* Arranging Orientation training for new hires.
* Positions worked and closed in Recruitment :
1. Bulk Recruitment through overseas recruitment agencies (Waiters, Cashiers, Cooks, Demi Chef, Chef De partie, Executive Chef, Pastry chef, kitchen helper )
2. Operations Manager, Restaurant Manager, Asst. Restaurant Manager, Quality Controller.
3. Support Divisions staff (IT, HR, Admin, Purchase, logistics, Accounts, Supply Chain, Accommodation Incharge, Transportation incharge),
4. Management level (General Manager, Regional head, Sales Head, Marketing head, Finance Manager, HR Manager, Admin & Government Relations Manager).
* Updating the employee information on the MENA system for payroll.
* Worked on Designing the Compensation & Benefits Package for the business locations in all the countries of operation.
* Updating the Organization Structure & SOP for each department (using Visio software)
* Probation - confirmation of new hiring and evaluation process for confirmation of employment.

Additional responsibilities handled along with Recruitment are below :

* Obtained certified training on the MENA system (ORACLE) & processed the Payroll / Salary of all business locations in Kuwait, Qatar, Saudi Arabia, Dubai as per labor law.
* Worked on Overtime, KPI, annual leave, termination, resignation, final settlement of dues.
* Assisted the Head HR in Performance management and Reward & Recognition Scheme Company-wise. Successfully completed 3 years of Performance evaluation and rewarding.
* Worked with Government Relations/Admin department on applying for New Trade License & renewal of existing Trade License with Kuwait Chamber of Commerce in co-ordination the Company’s PRO.
* Handled/Co-ordinating with PRO for new Visa/Renewal/health card /cancellation of residency/residency stamping/ Employee work contract attestation in Government office.
* KPI’s for all job titles in the company and KPI evaluation system.
* Co-ordinate with the Insurance company for health insurance of the employees and providing the information required by them (addition & deletion monthly list).
* Representing the Company in Labour Office and Kuwait Court for issues/problems of various purpose.
* Disciplinary actions : Investigation and making report and advising management on the actions to be taken as per labor law.
* Identifying the Training needs in co-ordination with the Training Manager and Department heads and arranging for in-house & external Training Program & obtain regular feedback on training.

**Senior HR Officer**

Arabian Construction Company WLL

Jul 2011 - Sept 2014 (3.3 yrs)

Kuwait

* Recruitment process from start to end for Junior to Management level positions – across the Group Companies.
* Screening CVs, arranging for interviews, shortlisting candidates, making job offers, signing of job offer, medical clearance for international hiring.
* Onboarding procedures : Joining date confirmation, Visa application (international hiring), Visa Transfer (local candidates), Ticket booking for international hired candidates, pick up from airport, arranging for accommodation stay in Company, preparing the job description of the staff, document collection (Original Visa, Passport, Photos in white background, original certificates stamped by UAE embassy)
* Liaison with Government Relations/ Admin Department and providing them with the documents of the candidate for work permit, Residency stamping and civil id card.
* Positions worked and closed in Recruitment :
1. Bulk Recruitment through overseas recruitment agencies (Duct man, electrician, plumber, mason, carpenters, steel fitters etc. )
2. Project Manager, Civil Engineers, Safety Officers, Operations Manager, Supervisor, Camp boss, Draughtsman, laborers.
3. Support Divisions staff (IT, HR, Admin, Purchase, logistics, Accounts),
4. Management level (General Manager, Finance Manager, HR Manager)
* Compensation & Benefits matrix as per Industry benchmark to arrive at best practice following across Kuwait.
* Company Newsletter.
* Organization structure & hierarchy ( on Visio & powerpoint)
* Review and revision of job description for all the designations of the company.
* Company Grade Structure .
* Job Analysis & Job Evaluation framework for all designations & suggest Training programs.
* Policies & Processes.
* Reward & Recognition & Retention strategies for Super performers.
* Performance Management : Form designing, presentation, training to department heads, evaluation process & reward system.

**HR Officer**

Al Yasra Food Company

May 2009 till June 2011 (2.2 yrs)

UAE

Handling the following responsibilities of the HR & Admin

* Supporting the Payroll Processing : preparing the full Attendance timesheet, new recruitment salary, deductions from salary, loan deductions, Overtime calculations, residency & renewal deductions, sick leave, leave salary on ERP & Smart Suite payroll software.
* Recruitment: Full Recruitment for Dubai office (local & overseas).
* Onboarding procedures : Joining date confirmation, ), Visit/Transit Visa application (international hiring), Emirati Card, labor card, Medicals, Residency stamping on passport, Ticket booking for international hired candidates, pick up from airport, arranging for company accommodation stay & Transportation, International hiring - document collection (Original Visa, Passport, Photos in white background, original certificates stamped by UAE embassy)
* Liaison with Government Relations/ Admin Department and providing them with the documents of the candidate for work permit, Residency stamping and civil id card.
* Formalities of Exit process (Exit clearance form, Residency cancellation, submitting clearance form to payroll to calculate settlement money).
* Employee Performance Management – conduct evaluation and reward system.
* Applying for New Trade License & renewal of existing Trade License with Dubai Chamber of Commerce in co-ordination the Company’s PRO.
* Attending Dubai Municipality , Dubai Court and Labour Office with the PRO for various purpose.
* Leave Management & update of the staff leave account balances.
* Handled/Co-ordination with PRO for new Visa/Renewal/health card /cancellation of residency/residency stamping/ Employee work contract attestation in Government office.

**HR General Administrator**

Metro Fine Dining Restaurant

March 2005 – March 2009 (4.0 yrs)

Mumbai, India

* Organize & maintain HR Employee files. Update the HR Database with employee records
* Assist the Payroll Department by providing relevant employee information (e.g – leaves, sick leave, absence, attendance report.
* Prepare salary certificate, experience letter, employment contracts.
* Assisting the Recruitment Manager (e.g.- attending walk-in candidates and collecting CVs.