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| |  | | --- | | Contact Information   * [Delma-393232@2freemail.com](mailto:Delma-393232@2freemail.com)   Hobbies   * Reading * Music * Travel   **Strengths**   * Strong ability to lead and train personnel. * Excellent ability to gather and analyze statistical data and generate reports. * Profound database management skills. * Remarkable ability to communicate effectively, both orally and in writing. * Excellent ability to solve problems. * Deep ability to compile information and prepare reports. * Excellent coordinating skills. * Immense ability to schedule appointments and maintain calendars. * Remarkable word processing and data entry skills. * Excellent ability to make administrative/procedural decisions and judgments. * Congenial individual with a teachable and learnable spirit. * Ability to form and maintain quality relationships. * Motivation to keep existing standards and set new ones. | | |  | | --- | | Delma | | Summary | | To obtain a position that will enable me to use my versatile experience, strong organizational skills, educational background, and ability to work well with people. To achieve goals of the establishment and work towards acquiring new skills which will benefit not only me, but also the organization. | | Work Experience | | | Supplier Relations Officer – Purchase Department (Operations)2019 – Present Responsibilities included   * Carrying out timely checking of the inventory levels and initiate order   processing.   * Ensure all customer orders are timely executed and delivered. * Maintain and timely updation of supplier database. * Provide necessary inputs for development of alternate suppliers &   cost saving measure.   * Conduct random checks in the Warehouse & report finding to the   Operational Manager.   * Address supplier queries and ensure positive feedback.   Personal Banking - Client Service Representative 2012 – 2019  **Abu Dhabi**  Responsibilities included   * Assisting the clients in making various financial transactions. * Handle the customer queries related to various banking transactions. * Handle any customer dispute arising. Resolve the customer’s issue and ensure that such kind of problem does not arise in future. * Explain the details of various products and services being offered by the bank to the existing as well as prospective customers. * Promote the products and services of the banks.   Asst. Manager - Administration. 2005 – 2012  **Ernakulam, Kerala**  Responsibilities included   * Direct the day to day administrations and co-ordination of various departments and supervising its functions. * Take routine decisions that will further the cause of the department and its function. * Coordinate and manage recruitment at various levels and other HR processes like Induction to new joinees, Training and Development, Performance Appraisal, Welfare to employees etc. * Recommends quality control systems for specified services. * Conducts special administrative studies [like assessments] and prepares reports.   Assistant to Personnel Manager 2002 – 2003  **S.P Fort Hospital ,East Fort, Trivandrum**   |  | | --- | | Internship & Project work | | **Internship for M.B.A. Sept 2004 to Feb 2005**  Sree Chitra Tirunal Institute For Medical Sciences, Trivandrum, Kerala  **Internship for Health**  **Mar 2001 to Aug 2001**  **& Hospital Management**  Christian Fellowship Hospital, Oddanachatram, Tamil Nadu. |   Responsibilities included   * Executive to the Personnel Manager assisting all the HR functions. * Worked in ISO Certification process team. * Handled all official company correspondence efficiently. * Created a systematic and reliable computerized customer/patient data.  |  | | --- | | Education | | Masters In Human Resource Management 2007 – 2009  University of Kerela  Masters in Business Administration 2003 – 2005  University for Management and Technology, California, U.S.A  (StudyCentre- Modern Institute of Management, New Delhi*).*  Post Graduate Diploma in Health 2000 – 2001  and Hospital Management  Bishop Moore Institute Kerala, India In association with the Canterbury Christ Church University, Kent, U.K).  Bachelor in Science 1997 – 2000  All Saints College, Kerala, India   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Skills | | | | | | Professional | Linguistic | | Personal | | | MS Word,  MS Excel,  PowerPoint | | English  Hindi  Malayalam | | Pleasing Personality  Honest and Hard working  Sincere and disciplined | | | | |  | | --- | | Professional Affiliation | | Life Member of the CMAI (Christian Medical Association Of India) for Administrators. |  |  | | --- | | Reference | | Will be made available on request | | | | |