**Premkumar**

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**Career Summary**

Over 20 years of Functional Experience in Talent Acquisition, Recruitment, Training & Development, Human Resource, Career Development, Customer Service / Retention / WFM – workforce Management / Staffing / Analytics & Six Sigma, Quality, Sales and Marketing. Spanning across Telecom, Banking (Credit Cards), ITES / BPO / Insurance sectors of the industry.

**Present Experience (OVERSEAS)**

**HR & ADMIN INCHARGE – U.A.E** November - 2019 Till Date

The company is the main Contractor for ADNOC Oil Refinery Plant based in Ruwais – Abu Dhabi.

This project is a TAR (Turn Around Project) i.e. Shutdown project for 6 months.

My role and responsibilities include Manpower Planning (Mobilization & Demobilization) Handling Employee Grievance’s, Employee Settlement (EOSB), Preparing Monthly Payroll, Deductions, Salary advance, arranging Training’s (Safety Training, ADNOC HSE Induction, H2S Trainings) for employees related to Plant and support functions. Also looking into Camp Management (Accommodation & Transportation of employees from Camp TO Plant and vice versa. HRMS used AESTRIX (Web Based Application)

**HR & ADMINISTRATION MANAGER – AL MUQARRAM GROUP – SHARJAH – UAE** August 2018 – October - 2019

Manufacturers of Sealants, Tapes, Adhesives, Aerosol Paints, PU foam & Auto parts.

* Handling onboarding & off boarding procedures, preparing employment offer letter’s & contracts, scheduling HR Induction Training and other mandatory Trainings as per department requirement’s.
* Handling HR Operations i.e. Day to Day activities in the GROUP OF COMPANIES.
* Laid down policies and procedures and SOPS (Standard Operating Procedures) for HR department.
* Prepared Payroll for all the employees.
* Working closely with the PR Department for all issues related to employees.
* Managing staff performance, Compensation, Grievances and counseling.
* Heading the PMS (Performance Management System), annual appraisals, compensation and benefits for 240 employees (Staff & workers)
* Overall responsibility of HR / Recruitment of manpower / Manpower planning / Manpower

budgeting.

HRMS used – OLIVE application

**DEPUTY HR MANAGER – INCO GROUP OF COMPANIES – DUBAI - UAE** October 2016 – August 2018 (HEAD OFFICE – JEBEL ALI FREE ZONE)

Overall responsibility for handling HR Department’s with office’s & project location’s in UAE /

MOROCCO / QATAR / TURKEY / OMAN / IRAQ.

* Handling HR Operations i.e. Day to Day activities in the GROUP OF COMPANIES.
* Recruiting Manpower as per project requirement. Blue colored and White colored.
* Manpower Planning, Budgeting,  Handling labour issues and grievance.
* Identifying variance in Manpower at different locations and filling the gap.
* MOBILIZATION / DEMOBILIZATION of manpower as per project requirement.

**Supervisor - Human Resource Department for Village Urban Development L.L.C (VTG Group of Companies), Doha – Qatar** January- 2016–October–2016

* Overall responsibility of Recruitment (Local & International Manpower), Manpower Planning, Implementing Policy & Procedures, Joining Induction, New Hire Orientation, Salary Negotiation’s, Payroll issues, Design Salary Structure, Handling Vacations, Exit formalities, Handling Labour Issues etc.

**GROUP Human Resources Manager - Classical Palace, (GROUP OF COMPANIES) Doha – Qatar** April - 2014 TO December - 2015

* Manage complete recruitment life-cycle from sourcing, screening to selection of the best talent from diverse channels and deployment to specific departments including planning, coordinating and executing head hunting processes and maintaining manpower pool of candidates with various backgrounds.
* Design and implement leadership programs for high potential employees.
* Design methodology for the assessment and development.
* Workforce Planning Analysis was scheduled on regular basis to keep a track of required vs Actual head count so that there is no misses at HR department for all the existing departments, and also evaluating existing employees performance on regular basis.
* Keeping a track of the manpower budget so that it does not exceed the target.
* Training needs were identified for specific employees and scheduled as per department requirements.
* Design the mentoring and coaching methodology
* Obtains regular feedback from program participants, mentors and coaches
* Build network of internal and external coaches and mentors
  + Cooperate with the external vendors and designs tailor made programs for the

development of high potentials

* Evaluate and spearheads performance management process for all employees including development of succession planning and staff development.
* Was involved in Management analysis for the organization growth and cost reduction.
* Design standard employee policies to ensure discipline is in place across the company and within projects.
* Was solely responsible for performance evaluation and scheduling Trainings & Development for employees whoever required it.
* Develop programs and projects to boost morale of employees and retain the best talents in the company.
* Implement existing company policies, procedures, rules, and regulations, ensuring the execution of consequence management policies as approved and recognized by the company. Ensures compliance of all employees to the company’s rules, regulations, and labor laws with the assistance of immediate project managers
* Oversees a team of HR staff on daily operations spanning from the different HR Services including but not limited to Recruitment, Compensation & Benefits administration, Employee Grievance, Employee Welfare and Performance Management.
* Rewards and Recognition for employees depending on their KPI’s & KRA’s.
* Headed the Audit Team for the Recruitment and HR Department with 0 defects.
* Manage all aspects of employee communication and manage respective sections HR budget. Manpower planning, Employee Grievances, Employee relations, Exit Interviews.
* Build, organize and create solutions in the setting up and implementation for the HR team for the Hotel business.

**Worked as HR Officer for Abdullah A.M Al-Khodari Sons Co. at Al Khobar – Dammam - Saudi Arabia from 26thJune 2010 TO Dec – 2013.**

* Handling on boarding procedures, preparing employment contracts, scheduling HR Induction Training, HSE Training and other mandatory Trainings.
* Layed down policies and procedures and SOPS (Standard Operating Procedures) for HR department. Managing staff performance, Compensation, Grievances and counseling.
* Heading the PMS (Performance Management System), annual appraisals, compensation and benefits for 24,000+ employees.
* Database Management using Oracle ERP - HRMS for 18,000 + employees working at

65+ locations across Saudi Arabia engaged in various constructions of Roads, Bridges, Railway lines, Buildings (High Rise, Villas), Sewage pipelines& Cleaning projects.

* To identify, analyze and solve issues for employees.
* Handling demobilization of employees as per project requirement in Saudi Arabia.
* Core responsibilities also included, employee transfers, handling Family (Exit Re-Entry, Issue Tickets), employee Salaries Issues, Preparing Time Cards Attendance for Employees, Medical Cards / Claims, Coordinate with Project Camp and Coordinate with Project Logistics. Maintain effective Communication with team members. Ensure Documentation is complete in all areas and proper approvals.
* Over all supervision and coordination with project admin personnel at various Project

office’s. Preparing weekly and monthly reports for recruitment status including data of new hires, attrition, absconding.

* Coordinating with the project administration on the variances so that there is no manpower issue. Part of the Core Audit Team for the H.R Department.
* Strong MIS skills & Data driven with administrative skills, Public Relation and Human Resources Management skills.
* Multitasking and generating reports as per Management requirement.

Generating and presenting MIS reports to the management on new hires % with attrition % & absconding analysis with proper reasoning & justification and all necessary supporting documents.

* + Was heading the audit for EMS (Environment Management System) for the safety department, ISO 14001 for HR department with 0 Non-Conference / defects
  + Handled project administration function for 564Million Saudi Military buildings project with a manpower of 1,050 located at Dammam – Saudi Arabia (32 Buildings)

**Previous Experience (INDIA)**

* **Worked for Bharti Airtel Ltd Hyderabad as an Assistant Manager in Customer Service Department from Sept ’06 TO May ‘10**
* **Worked as Business Analyst for GENPACT (GE Capital International Services GECIS)**, Hyderabad, India **(Oct- 2001 – Sept- 2006)**
* **Andromedia Mktg. & Sales, Bombay, India (Oct 1st 1999– Sept. 30th 2001** as **Customer Service Executive**

**Achievements / Awards Received**

* Part of the core team for a **GB project (Six Sigma)** on **AHT Reduction** resulting in a QNI saving of 5mn INR for the process.
* Core Team Member for the **EB+ Project** **–** **Flexi Shifts**. This resulted in maximum productivity, Shift Utilization & Customer Satisfaction.
* **BB Shrinkage Project**, which resulted in Productivity.
* Core Team Member for **BB Idle Time Project**, which resulted in maximum Productivity and Customer Delight.
* Implemented 3 LEAN projects.
* Two Individual Extra Miler Awards for consistency in performance
* Certificates of appreciation from Customers and Clients
* Star of the Month for the month of October 2002 for exemplary performance

**Computer Qualification**

* Additional certifications and diploma secured to enhance professional attributes.

**Major Training Programs Attended**

* Green Belt – Quality Six Sigma Training.
* WIT (Working in Teams / Team Leading Essentials)
* LEAN Workshop
* DMAIC – The DMAIC (Define, Measure, Analyze, Improve and Control) Quality rigor is followed when you want to improve existing process
* Performance Management Training & Presentation Skills.
* Call Takers Excellence Training & Soft Skills Training, Con-Call Essentials Training.
* DSE – Certified. (Developing Self Excellence Training) Developing Self Excellence enhances Self Excellence skills and sets basic standards that are consistent to the growth of individuals within GECIS
* Network related training.

**Strengths**

* Excellent Communication Skills.
* Multi-Tasking, Self-confident, Proactive & a Go-Getter.
* Capacity to lead through Leadership and Initiatives.
* The eagerness and the ability to learn along with good inter-personal skills.

**Education**

* **M.B.A – HR** from Welingkar’s institute. One year online International M.B.A
* **Bachelor of Commerce** from G.N. Khalsa College–Bombay.

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| **Personal Details** | |  |  |
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| Religion | | : - | Christian (Roman Catholic) |
| Date of Birth | | : - | 05th September 1975 |

**PREMKUMAR**