**PRIYANKA**

Email Id: [priyanka.314342@2freemail.com](mailto:priyanka.314342@2freemail.com)

**OBJECTIVE:–**A person of determination with excellent communication skills. I seek an opportunity to work in an organization where I become a part of motivated team that will present new challenges enabling me to leverage my knowledge abilities and experience to effectively achieve the goals of the organization.

**Professional Qualification:**

* Diploma in Business Management from Welingkar Institute of Management &Research– Mumbai, India, 2006
* Certified in Compréhensive Course in Photographyfrom the Photographic Society of India – Mumbai, India, 2005
* Certified in Absolute Personal Grooming from Absolute Research & Training Solutions –Mumbai,India, 2002
* Diploma in Computer office Applications (Word, Excel, PowerPoint) fromCompusoftAcademy–Mumbai, India, 2001
* Diploma in Travel & Tourism from Training Institute for Travel Trade – Mumbai,India, 2000.

**Educational Qualification/ Certification:**

* Bachelor of Commerce In Financial Accounting & audit Mumbai University, India, 1994
* Maharashtra State Board of Secondary & Higher Education – H.S.C Mumbai, India, 1991
* Secondary School Certificate –(S.S.C) Mumbai, India, 1989
* Microsoft 2007/2010 – Mails, Internet, PPT, Excel, Word etc.

**EXPEREINCE SUMMARY**

**Dharma Productions Pvt. Ltd. - Mumbai, India December 2011 – October 2016.**

* **Head Of Department – Administration**

Responsible for overall Administration,HR and Infrastructure &Facility Services like transportation, Cafeteria, Housekeeping, Travel, Civil & Interiors maintenance. This involves ensuring seamless operations for the team.

* **Job Profile -**
* Manage the entire gamut of Administration, HR, IT, Infrastructure & Facilities, Performance Appraisals, incentive structures, team building, process & policy, employee engagement & welfare initiatives, Procurement, Security, Housekeeping, Vendor Management, Travel Management, Statutory Compliance, Catering and Maintenance & Upkeep of Existing Infrastructure to effectively support the core business of an organization
* Effectively managed overall Administration for the Company for all the office premises at office locations, 1 Ware house and 1 casting office. Control consisting of Procurement, Production and Maintenance.
* Key profile being overseeing a 25,000 sq.ft. new office set up at Andheri for 150 seating capacity.
* Preparing/ revising the field level administrative manuals and overseeing their proper implementation.
* Responsible for maintenance, development and renovation of company owned properties.
* Managing repair, maintenance & replacement of office equipment’s, appliances, furniture, furnishings, vehicles etc.
* To ensure that good quality and hygienic food is provided to employees by identifying and supervising the catering agency.
* Maintaining proper liaison with PC administrative body, MTNL, BSES, BEST, Tata Electricals, BMC, etc.
* Effectively managingand supervising all the outsourced services at the office premises.
* Maintaining the database of all the assets including workstations, pedestals, racks, LCDs and Laptops on excel spreadsheet.
* Managing all travel, local commute and boarding requirements of employees.
* Ensuring all shops & establishment licenses of all our offices / permits, insurance & road taxes (related to Company vehicles) are renewed & paid on time. Maintaining and upkeeping of all company vehicles & premises.
* **HR Operations &Governance**:

Maintain awareness and knowledge of latest HR development theory and methods and provide suitable

interpretation to directors, managers and employees within the organizations.

Develop, maintain and guide the execution of the Operations (Employee Relations, Payroll and Administration

and Training and Development) processes and procedures.

Formulation, Review and Maintenance of HR systems, Processes, Procedures & Policies.

Supervision for Leave, attendance, salary disbursement and reimbursements at office.

Giving instructions for payroll processing, ensuring that exit formalities are complied with and giving instructions on full and final settlement.

Responsible for preparing Letters for new joinees and assisting in establishing the framework for performance

appraisal, initiating and completing the appraisal process. Ensuring that statutory compliance is maintained and adhered. Initiating cost saving HR measures. Ensuring necessary statutory compliances.

* **Talent Acquisition**: Preparing strategy for attracting best talent from the industry. Coordinating with consultants

with the new recruitment position.

* **Performance Appraisal**: Develop an organizational strategy to implement new performance management framework model in line with business.
* **Industrial Relation**: Managing the implementation and application of disciplinary&grievance procedures&policies. Implementing and maintaining a comprehensive IR administration system

Maintaining and updating all labour related policies and procedures, ensuring the enforcement and adherence of these policies and procedures and monitoring management and staff.

**Starcom Worldwide, (Div. of TLG India – A PublicisGroupe Company).Mumbai, India Apr 2008 –December 2011**

* **Assistant Manager – Administration**

Responsible for Admin services like transportation, Cafeteria, Housekeeping, Landscaping, Event Management, Travel &hotel bookingand facility management.

* **Job Profile**
* Responsible for the day to day admin activities of the organization.
* Key profile being overseeing a 22,800 sq.ft. new office set up at Kanjurmarg. The company had consolidated its 4 offices in various parts of Mumbai to the new office location with 400 Seating Capacity.
* Managed the guest house of the company by ensuring that necessary agreements are in place and is renewed from time to time.
* Managed Annual Maintenance Contracts (AMC) pertaining to upkeep of office equipment’s, ensuring

compliance with the Service Level Agreements for various services.

* ForeignExchange arrangements for the employees traveling abroad on official work.
* Checking & validating all the bills related to Admin before forwarding to Finance team for payments.
* Travel and boarding booking for all domestic and international travel of employees.
* Monitoring the services of the outsourced housekeeping agency and taking appropriate steps to increase their efficiency and productivity.

**P9 Integrated Pvt. Ltd. (Div. Of Percept Ltd.)- Mumbai, India December 2004 –April 2008**

* **Senior Executive – Administration & HR**

Spearheading activities of various departments like Administration, Dispatch, Front Office, Travel Desk,Maintenance, Purchase Department and HR

* **Job Profile**
* Responsibilities of hiring new premises and new office setup, space allocation, interiors &renovation
* Travel arrangements for employees. This involves booking of cabs for local conveyance.
* Taking care of day to day admin requirements of the organization.
* Assisting the concerned departments with their man power requirements. Understanding the requirement and providing them the job description based on the brief shared.
* Formulation, Review & Maintenance of HR systems, Processes, Procedures & Policies. Ensuring that the corporate support cost is as per budget.
* Working with HR team to drive and promote various HR initiatives.Compiling various HR reports
* Supervision for Leave, attendance, salary disbursementand reimbursements at office.
* Giving instructions for payroll processing, ensuring exit formalities are complied with and giving instructions on full and final settlement
* Maintaining and updating all labour related policies and procedures, ensuring the enforcement and adherence of these policies and procedures and monitoring management and staff.

**Portelet Management - Mumbai, India March 2004- October 2004**

* **Executive – Administration**
* **Job Profile**
* Responsible for control of printing and stationery, electricity, telephone, fax, Xerox machine and also enters into maintenance contract with various service providers for equipment’s of the organization.
* Maintaining and updating database of employees of the company.
* Assisting accounts in processing bills, debit notes and making payments. Also ensuring that all office supplies are ordered in a cost effective and timely manner.
* Managing the desk of the Managing Director, scheduling appointments, managing the travel schedules & hotel accommodation.

**Mentorix (LionBridge technologies Pvt. Ltd) - Mumbai, India September 2003 – February 2004**

* **Travel Coordinator cum AdministrationExecutive.**
* **Job Profile**
* Coordinating day-to-day travel of various departments.
* Coordinating the activities of the outsourced agencies on board.
* Coordinating all activities for organizing in-house cultural/social events, official Parties, arrange meetings rooms, and conferences.
* Keeping records of all employees for stationery, locker keys, Sodexho passes, bus pass & updating staff attendance system.
* Arranging tours itineraries, travel tickets and hotel accommodation for key officials.

**Globotel (Caravan Travels) - Mumbai, India October 2001 – January 2003**

* **Executive – Operations.**
* **Job Profile**
* Coordinating &overseeing outbound tours and handling hotel reservations worldwide on CRS(Computer

Reservations Systems)and GTA (Gulliver’s Travel Associates).

* Handling Travel agents, Customers & Receiving enquiries from clients & follow up to promotevarious hotels & packages
* Interacting with all levels of management as well as other team leaders & team members
* Preparing vouchers, Receipts, Invoices, client refunds, complaints& Tata AIG Overseas medical policies.

**Property Solutions - Dubai, UAE. February 2003- August 2003**

* **Business Executive - Property.**

**Rocky Real Estate - Dubai, UAE July 1998 – October 1999**

* **Sales Executive – Property.**
* **Job Profile**
* Marketing of Lease/ Freehold property. Communication (Internal & External) as per the instructions of the Management.
* Coordinating of tele- sales on co-operate basis and local as well as international clients.
* Sourcing the properties and then according to the market survey done, preparing quotations and deciding the rent of the properties to let.
* Coordinating with AD Agencies to release the advertisement in the newspaper for the properties sourced.Checking up advertisements for sale of properties.
* Preparing Database of properties sourced from the leading property holders existing & coming up in U.A.E.
* Receiving enquiries from the clients of the properties as advertised and follow-up.Making appointments and showing buyers around a property.Sales & Marketing planning to suit local clients.
* Develop and increase business by following up on potential leads with face to face presentation and meetings with clients and providing them the utmost customer service.
* Arranging legal documents for Clients and preparing quotations for properties.
* Maintenance of all correspondence & documentation on daily basis which includes customer attendance, customer profile & Details of all landlords and real estate companies dealing with us
* Attending weekly sales meeting.

**Trainings attended:**Hotel Reservations worldwide, Star cruises, Walt Disney World Resort, London Underground, Tata-AIGTravel Guard Overseas Insurance Policies,and Inter-home Apartments.

**Accomplishments:**

* + Organized Blood donation camp through Arpan Blood Bank– several blood donors supported & this helped one of our staff members to get blood donors in an emergency.
* Arranged Skypak drop box in office premises for employees convenience for their personal cheques of credit cards, mobile phone, land phone, insurance, broadband, etc. which is collected on daily basis.
  + Arranged feminine Hygiene Waste Disposal Service for Female Washrooms
  + Streamlining and Centralization of all purchases relating to stationery, office records (filing), thereby reducing cost.

**Additional Information:**

* **Spoken Languages**: English, Hindi, Gujarati, Marathi & Sindhi (Mother tongue)
* **Hobbies:** Travel, Dance, Music, Adventure Sports and Photography
* **Driving License – Valid UAE license.**
* **Nationality**: Indian
* **Marital Status**: Married
* **References:** Can be furnished upon request
* **Preferred Location: Dubai**