****

**Flora**

E-mail: flora.374840@2freemail.com

**Valid UAE Driving License**

Marital Status: Single

Date of Birth: 29th October, 1989

**WORK EXPERIENCE:**

**Company Name : Meydan Sobha Construction**

**Designation : HR Executive**

**Employment Date : Jun 2015 - Nov 2017**

**Job Responsibilities :-**

* **Induction & On Boarding:**
* Mobilization of new employees
* Coordinate with PRO for visa, Emirates ID and Immigration related activities.
* Giving a presentation on the policies, procedures and work culture.
* Employee file management.
* Employee joining process.
* Coordinating with the IT team for IT related arrangements for new joiners.
* Tour of the property and facility for the new joiners
* Issuance of Induction kit for new joiners.

* **HR Operations:**
* Keeping a daily track of attendance of the employees.
* Maintaining leave tracker for all the employees.
* Preparing monthly report for payroll.
* Preparing monthly HR dashboard and HR Metrics.
* Preparing the organization structure and updating it on timely basis.
* Preparing salary certificates, salary transfer letters and NOC on request of employees.
* Preparing travel budget for senior management and handling air ticket and hotel reservation.
* Handling of medical insurance and group life insurance for all employees.
* Handling medical claims and reimbursements and coordinating with the insurance broker for addition and deletion of medical cards.
* Coordinating with procurement team for office stationeries and finance department for payments.
* **Employee Engagement Activities:**
* Organizing monthly birthday celebrations.
* Organizing company events ( Staff Iftar, Diwali , Christmas celebrations)
* Organized a company event - ( "Biggest Loser Wins " )
* Organizing HR Team outings ( Team lunch and dinner )
* **Exit Formalities:**
* Conducting exit interviews.
* Issuance of experience letters.
* Preparing the full and final leave settlement.
* Coordinating with PRO department for visa cancellation and medical insurance company for cancellation.

**Company Name : Ocwen Financial Services**

**Designation : Quality Analyst**

**Employment Date : May 2014 - Jun 2015**

**Job Responsibilities:**

* Monitoring calls on process and communication skills.
* Responsible for the Quality of the process.
* Feedback and coaching session with the advisors.
* Attend calibration sessions with the client.
* Preparing and maintaining an excel track record for all the advisors monitored.
* Updating documents on a daily basis to track and evaluate performance.
* Prepare PowerPoint presentation with pivot tables etc. for presenting analysis made on the conduct of the employees monitored.
* Organize and maintain documents to be presented at any point in time.

**Company Name : Serco Global Services**

**Designation : Quality Analyst (E2 grade)**

**Employment Date : Nov 2011 - Oct 2013**

**Job Responsibilities:**

* Monitoring calls on process and communication skills.
* Training new joiners.
* Responsible for the Quality of the process.
* Feedback and coaching session with the advisors.
* Monitoring and preparing Top error every month on the basis of the reports up.
* Handling client’s complaints.
* Handling Bottom Quartile.
* Risk monitoring every month and sharing the same with operations.
* Client interaction and email management.
* Attend calibration sessions with the client.

**Company Name : Mphasis an HP company**

**Designation : Technical Support Assistant (voice)**

**Employment Date : Sep 2008 - May 2011**

**Job Responsibilities:**

* Resolving queries.
* Helping team members with queries and enhancing their performance.
* Ensure product information updates are done with the team.
* Achieving Team Leaders targets on time.
* Conducting training for new Team Members.
* Answering queries for new comers.
* Handling team in the absence of the Team Leader.
* Conducting briefings with the team.
* Mentoring new advisor on quality, AHT and soft skill perspectives.
* Provide inputs on plan for improving performance for the teams.

#### ACADEMIC QUALIFICATION:

* Successfully completed **UAE Labor Law** Workshop **2016**
* **Post-Graduate Diploma in Human Resource Management**
	+ Welingkar Institute of Management, Development and Research (Mumbai) **2010-2012**
* **Graduation in Psychology (Arts)**
	+ Kishinchand Chellaram College (Mumbai) **2009-2010**

**COMPUTER SKILLS:**

* Adapt in using COINS - HR Management Information System.
* Adapt in using Microsoft Office 2003, 2007 - Excel, Word, Access, Outlook, PowerPoint

**STRENGTHS:**

* Quality conscious, good communication skills, interpersonal & analytical skills, multi-tasking
* Dedicated, Determined & Devoted

**INTERESTS & HOBBIES:**

* Actively participated in ANDREAMS (St. Andrew’s College Festival).
* Actively participated in KIRAN (Kishinchand Chellaram Festival).
* Participated in various charity functions known as UDAAN (Serco global services).