**Anish**

Email: anish.384008@2freemail.com

Dubai, UAE

**Career Objective:**

A self-motivated, result oriented professional with hands on experience in Human Resources, Training & development, Customer Service, Operations and Retails sector.

**Professional Summary:**

7+ years of experience as HR Executive and customer service executive with a variety of field’s, job description and evaluation, organisation structuring, training, employee engagement, performance management and development, reward & recognition, policy formulation and implementation, talent acquisition & retention and vendor management.

**Work Experience:**

**HR Executive at Rang Technologies, Vadodara, Gujarat India** **(July 2017 – Jan 2018)**

* Recruiting and staffing logistics.
* Job Description and Evaluation.
* On boarding and Induction.
* Employment and compliance to regulatory concerns and reporting.
* Background checks and Reference checks
* Employee orientation, development and training.
* Policy development and documentation.
* Employee Engagement.
* Company-wide committee facilitation.
* Company employee communication.
* Compensation and benefits administration.
* Employee safety, welfare, wellness and health.
* Employee services and counselling
* Exit formalities.
* BD manager’s expenses validate and provide approval to payroll team for reimbursement.
* Helping Immigration team to maintain H1B and OPT/CPT related documents and keep employees updated for same.

**US HR Executive at Collabera Inc., Vadodara, Gujarat India** **(June 2015-July 2017)**

* Performing on boarding processes for new hires in accordance with the company and client policies and US State and Federal Government guidelines.
* Background checks and Reference checks as per client compliances.
* Communicating to the prospective employees the company’s framework and policies and those of US Department of Labour and other parties that may be involved.
* Analysis and verification of all the documents received from prospective employees and identifying deficiencies if any.
* Creating a positive employee experience.
* Coordinating with external parties- Vendors, Business Partners etc. to complete statutory requirements in line with company policies.
* Coordinating with the internal teams to make sure that tasks are brought to logical conclusion in a defined time frame.
* Contribute to Client Audits, Reports, Data compilation and analytical presentation.
* Resolving Billing problems including P.O. extensions, invoice rejections and P.O. budget issues.
* Following up with the client/sales teams for P.O.
* Handling miscellaneous requests from sub-tiers, clients and consultants.

**Customer Service Assistant at ASDA Superstore, London United Kingdom**

**(September 2009- April 2014)**

* Analyze and resolve operations and marketing related issues.
* Updating line employees on upcoming business processes from time to time
* Providing reports for analysis of business performance and growth
* Manage and monitor service desk performance
* Monitoring and ensuring documentation is accurate and complete
* Assisting customers with their queries
* Investigate and Resolve Customer complaints
* Documented success in promoting the company positively during regular working hours and at special events
* Demonstrated expertise in assisting customers with product selection and providing them with support throughout the checkout process
* Familiar with handling stocking duties and managing supplies inventories
* Adept at communicating positively with customers to ensure an enjoyable shopping experience
* Deliver excellent communication to department teams by updating the huddle file daily and delivering huddle information throughout every shift of the day.
* Encourage and motivate colleagues to be the best, providing excellent customer service.
* Ensure colleagues are available to serve the customer by ensuring overtime is covered, holiday planning is competed and Q-busters available. Follow the company absence process to minimize department absence.

**Academic Qualifications:**

May 2007- **Bachelors of Business Administration (BBA)** from Saurashtra University, Rajkot, Gujarat, India

**Computer Skills:**

* Operating Systems: Microsoft Windows 9x/Me/2000/XP
* Web Designing Software: Photoshop, Flash 4, FrontPage, HTML
* Applications: MS Office (Word, Excel, PowerPoint, Outlook, Access)

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| **Personal Details:** |  |
| Date of Birth | : | 30th May 1985 |
| Nationality | : | Indian |
| Marital Status : | Married |
| Languages | : | English, Hindi, Gujarati (Read, Write and Speak) |
| Visa Status | : | Visit Visa  |

**References Available on Request**