**PRAMOD**

Email: [pramod.387939@2freemail.com](mailto:pramod.387939@2freemail.com)

**Career objective**

A highly organized, dedicated and hard-working individual seeking a challenging career in Human Resource Management with a reputable organization to enhance my professional skills and to utilize my work experience and knowledge to the best in order to achieve organizations goals.

**Career history**

**Assistant HR Manager** at Gokul Oottupura Group of Hotels, Cochin; Kerala.

(2013 March –2018 August)

Responsibilities

* Responsible for the coordination of daily HR functions.
* Maintaining and updating the employee information and other HR documents in HRM system.
* Preparing job description and monthly payroll register.
* Resolved employee grievances by mediating effectively between management and employees.
* Participated and involved in meetings on projects related to hotel and discussions to revise HR policy.
* Introduced management incentive plans to motivate employees and improve productivity.
* Verifying daily sales closing statement and ensured collection were counted and deposited daily.
* Monthly inspection of staff accommodation and to make sure cleanliness and standard are maintained.
* Dealt with advertising job vacancy and conducting preliminary interviews.
* Providing clear understanding of HR policies to new and established employees.
* Monitoring employee leave and shift timings to reduce fatigue and absenteeism among employees.
* Responsible for bonus, incentives, overtime pay, compensation and other HR benefits for employees.
* Handling promotion, transfer, resignation and termination of employees; full and final settlement, final amount calculation and processing.
* Conducting training for restaurant managers and supervisors on monitoring employee performance, taking corrective measures for misconducts.
* Conducting job analysis and reviewing performance appraisal process.
* Held meetings with managers every month to improve work environment and culture thereby creating job satisfaction and retention of employees.

**Restaurant Supervisor** at Rasa Group of Restaurants; Leytonstone, England

(2010 December to 2012 September)

Responsibilities

* Dealt with customer complaints to maintain a positive work environment.
* Ensuring staff personal hygiene maintain restaurant standard.
* Interviewed, hired and provided training and counseling to employees.
* Supervised kitchen operations and service staffs performance.
* Oversee inventory control, food hygiene, overall restaurant sanitation and quality control of food products.
* Maintained employee attendance; dealt with leave and overtime.
* Responsible for ordering and purchasing stocks and dealing with vendors**.**

**Housekeeping supervisor** at Best Western Group of hotels; Loughborough, England

(2008 November to 2010 October)

Responsibilities

* Held meetings with housekeeping staff to discuss their duties.
* Dealing guest concerns; preparing staff weekly duty roster.
* Daily inspection of cleaning and service of guest rooms, corridors and public areas.
* Supervising the disposal of waste and trash.
* To make sure rooms and bathrooms are daily cleaned.
* To ensure all guest rooms have enough supplies and linen provided.
* Approaching guest in a friendly, polite, and service-oriented manner.
* Ensuring every housekeeping staff maintain high standard in personal appearance.
* Assigning duties to staff to meet business goals and objectives.
* Training and development of new housekeeping staff.
* Maintaining all health and safety standards.

**Academic Qualification**

Post Graduate Diploma in Business Administration from University of Wales; Lampeter, UK (2008 June to 2009 October)

Masters in Labour Studies from S P college of Law; Nagpur University, India

(2005 June to 2007 May)

Bachelor’s Degree in History from MG university, Kerala (June 2002 to 2005 April)

**Key Skills**

Personal

* Ability to diplomatically deal with complex situations.
* Flexible and adaptable to changing situations, open to new ideas and keen to learn.
* Good listener with effective communication skills.
* Positive ‘can do’ attitude towards any challenging situation.
* Ability to work in harmony with other professionals as a team.
* Ability to work under pressure in a fast paced work environment.
* Resilient with strong work ethics.

Human Resources

* Organizational development
* Employee training and development
* Operations management
* HR policy execution
* Employee relations/ welfare
* Payroll management
* Manpower management
* Grievance handling