**Bernard**

Email: Bernard-394009@2freemail.com

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**Executive Summary**

***P r o v e n a r e a s o f*** ***e x p e r t i s e:***

♦Administration Operations Management

♦Liaison with government department

♦Team Leadership

♦Cross-Cultural Work Environment

♦Salary Wages Administration

♦Recruitment / Training & Staff Supervision

♦Process Improvement

♦Inventory / Stock control

♦SOP and Workflow

♦Planning & Organizing

♦Staff Welfare Management

♦Performance Appraisal Management

Work History

Doha, Qatar

Lead Corporate Services Officer

March 2016 – April 2019

A 5-star airline of the state of Qatar. It flies to more than 150 destinations worldwide and employs more than 40,000 employees. Corporate Services, is involved in the purchase / leasing of residential and commercial properties for its staff and offices. The department looks after the renewal’s maintenance and upkeep of the premises.

In charge of the Utilities Division - Corporate Services Department.

* Manage and organise the Utilities process for new building takeovers
* Preparing SOP’s for the processes within the Corporate Service Utilities Department
* Perusal of tenancy contracts and taking necessary actions based on the contracts.
* Interaction with the landlord representatives to obtain utility meter information
* Checking of the information with the Water and Electricity Authority (KAHARAMAA)
* Arranging funds for the payment of deposits for the water and electricity meters
* Payments of deposits and transfer of meters to Qatar Airways
* Providing information to Property Management Division for updating of their records
* Organise Waste Skip Services for the building if required. Annual renewal of the Waste Skip services
* Manage Investigative process for High Consumption, Vacant Apartment Consumption etc.
* Supervision and reversal of wrong charges and estimated charges for electricity and water to the company.
* Process monthly payment to service providers (Approx. 3.6 to 4.2 million Riyals monthly)
* Process the monthly recharges to staff, for utilities for staff in the deductible categories
* Maintain and check the Corporate Credit Card balances on daily basis (used by staff)
* Ensure that the monthly CC statement of expenditure is submitted to Accounts Payables
* Ensure that proper cumulative databases are maintained for Water & Electricity, Qatar Cool District Cooling
* Ensure that proper databases are maintained for recharges and utility meter deposits for management information and monthly dashboards for audit records.
* Resolve utilities queries / complaints sent by the captains and senior management, pertaining to utility charges.

Sharjah, UAE

Administration Manager

July 2014 – January - 2016

In charge of the Administration & HR function.

* Overlooking office administration, business correspondence, filing etc.
* Maintain the records of the office and warehouse lease and renewals
* Coordination and liaison with the SEWA and commercial departments if necessary
* Coordinate with Sales Staff for requirements and raise purchase requisitions
* Dealing with suppliers, meeting them and do regular follow up of orders placed
* Follow up of collections from sales personnel
* Supervision and planning of drivers for delivery off materials and related paperwork.
* Supervision of Vehicles, preventive maintenance, renewals and insurance, check on driver log book.
* Follow up with Accounts for payments to suppliers
* Recruitment of staff, coordinating with employment agencies, manages the joining process and orientation of new joining staff.
* Maintaining all personal records of staff.
* Attendance and leave supervision of employees and submission to accounts department.

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Dubai, UAE

Assistant Human Resource Manager

June 2012 – May 2014

In charge of the HR function for 2 properties one a 3-star hotel and the other a hotel apartments.

* Recruitment – Sourcing, short listing and interviewing candidates for various requirements given by the departments in both properties.
* Manage the joining process Induction and Orientation of new joining staff, supervise the visa and amendments process for all new joiners
* Prepare and update the organisation charts for both the properties
* Maintain the personal records of all staff
* Maintain and track the documents like OHC, Vaccination, Emirates ID, Visas and Labour Cards and manage the renewal process of these documents
* Manage the attendance, leave records and payroll matters for the employees
* Manage the appraisal process for all staff
* Responsible for the transfer and upkeep of the employee data on the HR Net.
* Look after the staff accommodation and welfare activities
* Supervise and maintain the records for all the leased accommodations for the employees
* Prepare SOPs and update them as and when required in consultation with the HOD
* Carry out inspections of staff and equipment in line with the HACCP and safety regulation of the company.
* Liaison with bank for new joiners and for any other discrepancies
* Handle staff grievances
* Handle disciplinary matters
* Organisational Climate Survey / Employee Survey
* Staff retention through staff engagement, training and rewards.
* Supervise the attritions / separation process up to the cancellation of visa. Conduct exit interviews of staff leaving the company.

Dubai, UAE December 2009 – January 2012 Office Manager

(HR & Administration In-charge at Al Ain Branch – Australian Defence Forces)

Provides food service to various off shore sites in the Middle East. This is the first on shore project catering to the Australian Defence Forces in the UAE. We are responsible for the procurement, planning, preparation and service of food to the force. The location is a defence site and we have to supervise a team of 75 staff members. My responsibilities are given below...

* Supervise and coordinate the ordering of stocks for the kitchen from the suppliers
* Manage the stock and month-end stock books and reports to the management.
* Liaise with our suppliers for deliveries and invoices and coordinate with the Accounts Department for payments.
* Liaise with the local military officers for entry permits and temporary access for staff members and visitors to our site.
* Organize the purchase of furniture and fixtures for the managers.
* Handle the lease and DEWA, Etisalat requirements for the managerial and staff accommodations.
* Handle staff welfare such as staff accommodation, their food facility, recreation facilities, uniforms etc.
* Coordination of the appraisal process of the company
* Maintain Personnel Files and the training records on site.
* Supervise the attendance and leave records and provide details to the HR manager for payroll.
* Coordinate with the Head Office in Abu Dhabi for travel requirements of the staff and Senior Managers. Arrange for the transport and transfer of staff to and from the airports and the staff accommodation.
* Contact point for all new joiners on the site. Their induction and familiarisation of the facility.
* Manage staff separation formalities.
* Manage petty cash

Dubai, UAE

Handling H R activities for GM Motors Spare parts Div. JAFZ

February 2006 – October 2009

* Recruitment - Sourcing, short listing and interviewing candidates for the various requirements given by the department heads.
* Handle / Supervise passport and other visa formalities and paper work of new joiners.
* Handle staff grievances and facilitate in the upkeep of their morale
* Induction and orientation of new joiners to the organisation. Giving them a brief about the policies and procedures in the company.
* Contact point for staff and managers alike, for guidance in various procedures and policies of the company.
* Instrumental in finding staff accommodation and looking after all the aspects related to their welfare and the upkeep of the site, for employees. See that they are looked after well, in line with the company’s objectives.

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* Conduct internal audits of various department in line with the ISO standards adopted by the company.
* Purchase of furniture fixtures and any other requirements of employee accommodations
* Attendance and leave record supervision
* Training needs – Looking after various training needs in the organisation. Trainings coordinated for Fire Fighting, first Aid, Forklift license training.
* Coordination of the Performance Appraisal system in the company. Helping departments in their queries and assisting in the timely completion of annual appraisals.
* Supervise the attrition / separation process for staff leaving the company. Conduct exit interviews and complete the separation process and cancellation.

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| Dubai Media City, UAE | Jun-2005 to Jan 2006 |
| Customer Service Executive |  |  |
| Dubai, UAE | Jun-2002 to Jun 2005 |
| Administrator |  |  |
| Dubai, UAE | Aug-1998 | – Oct-2001 |
| Human Resource Consultant |  |  |
| Mumbai, India | Sep-1995 | – Oct-1997 |
| Deputy Manager -HRD |  |  |
| Mumbai, India | Dec-1991 | – Sep-1995 |
| Associate Coordinator –Personnel / HR |  |  |
| Mumbai, India | Dec-1987 | – Dec -1991 |

General Assistant – HR / Personnel

**Technical skills & Training**

Proficient in the use of: MS-Office (Word/Excel/PowerPoint), HR Net

Certificate of Effective Public Speaking –Indo American Society, India

Synergogy Seminar – Scientific Methods, Inc. India

TQM & ISO Awareness Workshop – CMC Ltd-India

Foundation Training Course Certificate – Eagle Star International Life - UAE

ISO 14001:2004 Awareness Course Certificate – TUV (NORD) Middle East - UAE

IMS – Internal Auditor Training Course Certificate – SGS / Danzas AEI – UAE

HACCP – Food Safety and Hygiene Training / RMK - Dubai



**Academic Achievements**

Bachelor of Commerce – Bombay University-1991



**Personal Details**

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| Nationality: | Indian |
| Date of Birth: | 21st May 1966 |
| Languages: | English/Hindi |
| Driving License: | UAE / India |
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