

**VIJESH**

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**PERSONAL SUMMARY**

A competent and organized individual who is able to work as part of a team and manage several priorities at any one time. I have a positive attitude, strong work ethic, and a keen desire to learn and grow within a firm, possess superb communications skills, and always treats people with respect and according to their individual needs. As a dedicated professional I fully understand the importance of the HR department to any organization, and therefore aim to make any office I work in as effective and efficient as possible. Have extensive experience of working in commercially focused organizations, and fully understands the pressures of achieving targets and accurately assessing job applicants according to their ability. Right now I would like to work for a friendly and exciting company that is looking for a HR Assistant who can reflect their values of excellence & quality.

**PROFESSIONAL QUALIFICATIONS**

* **IATA Foundation in Travel and Tourism.**
* **GOAL 1 (GALILEO) from TRAVELPORT**
* **ABACUS**

**ACADEMIC QUALIFICATIONS**

* **MBA from NIBM Kerala(Executive MBA)**
* **12th from ChinmayaVidyalaya Therubali,Rayagada under C.B.S.E.**
* **Parichay in Hindi from Wardha University.**

**KEY COMPETENCIES AND SKILLS**

**Human Resources and Administration**

* HR Administration
* PAYROLL MANAGEMENT
* Managing Reception
* Leave Management
* RECRUITMENT(PRE/POST)
* Travel Management
* Managing calendar for CEO
* Managing e-mails/telephone calls.
* Training
* Negotiating with candidates, employers and related third parties.
* HR Calendar
* Developing procedures, policies & standards for recruitment.
* Writing up contracts, including terms and conditions.
* Training and staff Development
* Compensations Schemes & Benefits Management
* Tactfully resolving disputes between different parties.
* Performance Appraisals and Management
* Handling all confidential information in a professional manner.
* Employees Relations Management
* Recruitment management & Man Power Planning
* Having in depth conversations with people over the phone & face to face.
* EMPLOYEE GRIEVANCES
* RESIGNATIONS/TERMINATIONS

 **Professional**

* Working in fast paced, high transaction volume environment.
* Ability to organize & prioritize workload within any setting.
* Knowledge of monitoring progress in a employees career.
* Completing all tasks in a timely, organized and professional manner.
* Ability to communicate effectively in English, both orally and in writing.
* Maintaining all HR paperwork to ensure compliance with relevant legislation.
* Able to work on multiple projects simultaneously.

**Personal**

* Able to work closely with other professionals as part of a team.
* Strong influencing and communication skills.

• Ability to pick up new skills and knowledge quickly.

• Can function in a fast-paced environment.

• Comfortable with being the ‘go to’ person in a company.

• Thinking laterally to create options and solutions.

• Positive ‘can do’ attitude towards work.•

**WORK EXPERIENCE**

**BRANCH MANAGER**

**MAY 2018 TILL MAY 2019**

* Managing branch P&L – monitoring financial performance and expenses, driving growth, ensuring revenue and profit plans are achieved
* Fostering a positive work environment that motivates associates and drives customer satisfaction
* Directly managing the branch Sales team and branch supervisors
* Overseeing Service operations along with the Branch Service Manager
* Recruiting, interviewing, hiring and training branch staff
* Monitoring regulatory compliance, quality control standards and ensuring safety
* Deal with client requests regarding pest issues.
* Communicate with public services when necessary.
* Properly handle complaints and grievance procedures.
* Conduct initial orientation to newly hired employees.
* Regular trainings to employees.
* Handling employees grievances.
* Generate new business for Company.

**WORK EXPERIENCE**

**HR Assistant**

Since Jan 2016 till June 2017

* Managing Reception desk by attending calls, mails and visitors.
* Making arrangements for Meetings.
* Processing company's payroll every pay period
* Maintaining payroll processing system and records by gathering, calculating, and inputting data
* Computing employee take-home pay based on time records, benefits.
* Answering staff questions about wages, deductions, attendance, and time records
* Receiving and coordinating requests for leave and other absences
* Handling changes in exemptions, job status, and job titles
* Adhering to payroll policies and procedures and complies with relevant law
* Identify, investigate, and resolve discrepancies in timesheet and payroll records
* Honor confidentiality of employees' pay records
* Complete payroll reports for record-keeping purposes or managerial review
* Performs the distribution of wages through issuance of paper checks or direct transfers to employees' bank accounts
* Supervises other payroll clerks and employees as needed
* Pre/ Post Recruitment process.
* Assist with day to day operations of the HR functions and duties.
* Provide clerical and administrative support to Human Resources Manager.
* Compile and update employee records (hard and soft copies).
* Process documentation and prepare reports relating to personnel activities (staffing, recruitment, training, grievances, performance evaluations etc).
* Coordinate HR projects (meetings, training, surveys etc) and take minutes.
* Deal with employee requests regarding human resources issues, rules, and regulations.
* Communicate with public services when necessary.
* Properly handle complaints and grievance procedures.
* Coordinate communication with candidates and schedule interviews.
* Conduct initial orientation to newly hired employees.
* Assist our recruiters to source candidates and update our database.
* Regular trainings to employees.
* Handling employees grievances.

**Corporate Travel-Executive**

**Since JUNE 2015 till December 2015**

* Answer telephone calls and direct calls to the concerned team or department to ensure that customer queries are dealt with in an efficient manner.
* Inform customers of essential travel information, such as travel times, passport/visa requirements, health and insurance requirements, check-in arrangements and baggage allowance.
* Organize displays of promotional material in a manner that would appeal to a wide range of clients.
* Handle customer orders and payments in a timely and professional manner to ensure customer satisfaction and repeat business.
* Undertake general office administration .
* Make airline ticket reservations and issue tickets to clients in accordance with the company policy, taking into consideration the clients requirements.
* Continue to learn and develop on the job through self-education, job shadowing and industry research.
* Carry out any additional responsibilities assigned by the management from time to time.

**HR RECRUITER & CUSTOMER SUPPORT**

19TH JAN 2010 TILL 15TH DEC 2014

* Pre/ Post Recruitment process
* Coordinate communication with candidates and schedule interviews.
* Conduct initial orientation to newly hired employees.
* Assist our recruiters to source candidates and update our database.
* Regular trainings to employees.
* Customer Support Trainer/Team Leader.
* Managing Reception desk by attending calls, mails and visitors.
* Making arrangements for Meetings.
* Processing company's payroll every pay period
* Maintaining payroll processing system and records by gathering, calculating, and inputting data
* Computing employee take-home pay based on time records, benefits.
* Answering staff questions about wages, deductions, attendance, and time records
* Receiving and coordinating requests for leave and other absences
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* Compile and update employee records (hard and soft copies).
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* Coordinate HR projects (meetings, training, surveys etc) and take minutes.
* Deal with employee requests regarding human resources issues, rules, and regulations.
* Communicate with public services when necessary.
* Properly handle complaints and grievance procedures.
* Handling employees grievances

**HR & ADMIN ASSISTANT**

10TH FEB 2007 TILL 18TH JAN 2010

* Managing Reception desk by attending calls, mails and visitors.
* Making arrangements for Meetings.
* Receiving and coordinating requests for leave and other absences
* Handling changes in exemptions, job status, and job titles
* Identify, investigate, and resolve discrepancies in timesheet and payroll records
* Assist with day to day operations of the HR functions and duties.
* Provide clerical and administrative support to Human Resources Manager.
* Compile and update employee records (hard and soft copies).
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**COMPUTER PROFECIENCY**

MS OFFICE ,WIN 9X, WIN XP

**PERSONAL DETAILS**

 Date of Birth -: 07th Dec 1985

 Nationality -: Indian

 Religion -: Hindu

 Languages Known -: English, Hindi, Oriya, Malayalam.

 Interest -: Listening to Music, Travelling

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