**Fiona** 

 ***(Currently on a visitor visa in Dubai)***

Aspiring for a challenging assignment in Human Resource Management with an organization of repute.Skilled in identifying and hiring through various sources, handling end-to-end recruitment cycle, entire HR operations and maintaining cordial relations with the employees.

**Profile Summary:**

* A dynamic HR Professional with over 9 years of experience in recruitment, resourcing and development, performance management, compensation and benefits, employee welfare and administration.
* Proficiency in manpower management and recruitment process entailing resume generation, screening and short-listing with appropriate compensation.
* Merit of providing prompt resolution of employee grievances to maintain cordial management-employee relations.
* Experience in implementing HR systems and policies, conducting training programs towards enhancing employee productivity and building committed teams.
* Successful at motivating staff through clear communication and outstanding organizational skills.

**Professional Experience:**

*Talent and Culture Manager*

# May 2018 to October 2019

As the Talent and Culture Manager I wasresponsible to carry out the daily activities of the Human Resource Office including oversight of recruitment, total compensation, training and development. Additionally, focus on delivering HR services that meet or exceed the needs of employees and enable business success; as well as ensures compliance with all applicable laws, regulations and operating procedures.

**Core Work Activities:**

* Assists in the interviewing and hiring of Human Resource employee team members with the appropriate skills, as needed.
* Networks with local organizations (e.g., Hotel Association and peers) to source candidates for current or future openings.
* Oversees/monitors candidate identification and selection process.
* Ensure coordination and facilitation of new hire orientation program to generate a positive first impression for employees and emphasize the importance of guest service in company culture.
* Ensure attendance by all new hires and participation of the leadership team in training programs
* Collaborate with management team to ensure departmental orientation processes are in place and employees receive the appropriate new hire training to successfully perform their job.
* Utilize an “open door” policy to acknowledge employee problems or concerns in a timely manner.
* Assist in maintaining effective employee communication channels in the property.
* Interfacing with management and heads of department for implementing HR policies and procedures in line with core organizational objectives.
* Managing the recruitment life-cycle for sourcing the best talent from diverse sources after identification of manpower requirements for new/existing departments.
* Executing the entire gamut of task in recruitment encompassing sourcing, screening, selection and appointment, etc.
* Updating all new staff details in HRMS (Human Resource Management System).
* Developing and maintaining MIS reports and other operation reports which involve processing daily attendance, updating leave records, permission slips, etc. and ensuring adherence to the statutory compliance.
* Ensures employee files contain required employment paperwork, proper performance management and compensation documentation, are properly maintained and secured for the required length of time.

**Beverly Park Residences, Managedby TheAscott Limited, Navi Mumbai**

# Assistant Manager – Human Resources (Acting HOD)

# July 2014 to May 2018

Leading the HR operations for Ascott Beverly Park Residences located at Navi Mumbai. Offering hospitality services to the 5\* Serviced Residences for Reliance Industries Ltd. With a total inventory of 805 operational units with 24 hours operational multi-specialty restaurant, an Olympic size swimming pool and a clubhouse offering facilities like lawn tennis, badminton, squash, pool, steam and sauna along with state of the art gymnasium. This set-up is similar to any 5\* resort property offering best hospitality services to their client.

**Responsibilities:**

* Recruiting staff, which involves developing job descriptions and person specifications, checking application forms, shortlisting, interviewing and selecting candidates.
* Responsible for complete on boarding joining, offer, appointment, and confirmationformalities, roll out induction plan and execute.
* Drive HR operations, promotion, increment, show cause, warning, termination, relieving and experience certificate.
* Handle and manager day to day operations of the Human Resources department.
* Generating and maintaining the database of employees and personal dossiers.
* Managing the entire gamut of HR operations activities and handling manpower strength of over 300 across all departments.
* Active involvement in performance appraisal process, performance development plan for the year 2015-2016 and ‘Employee Engagement Survey’ (EES), an initiative by Corporate HR.
* Built partnership with service line heads and Managers and participated in decision makingprocess pertaining to people/resource management. Playing a pivotal role of being a productive link between employees and Senior Management.
* Efficiently reorganized the HRMS and Employee Data Filing system for the on-board and left employees by implementing control points and micro managing the entire process to accurately reflect the existing and past HR records.
* Implementing revised Employee Joining checklist and induction process to eliminate existing lapses in terms of documentation of employee’s personal and professional records.
* Designed various SOPs(Standard Operating Procedures) and LSOPs (Local Standard Operating Procedures) in accordance to the practical requirement for Ascott Beverly Park.
* Planned monthly staff communication sessions, drive rewards and recognition program and “Fun @ floor” activities with team. Led CSR activities by conducting JOY OF GIVING week, blood donation camps, “Swachh Bharat Abhiyan” and outdoor activities involving training sessions to under privileged school children.
* Conducted first ever ESICphoto camp in the organization (a statutory mandate) for eligible employees by coordinating with Wipro’s ESIC project team.
* Employee Welfare and Benefits – GMC, GPA, Diagnostic Reimbursement. Vendor management for background verification check for new joiners and pre-employment medical check, medical assistance and facilities for staff.
* Responsible for the overall execution of the on-boarding process as outlined and conducting orientation and induction of new joiners, handling background verification with the appointed vendor.
* Monthly Payroll processing, attendance and leave management.
* Updating new joiners and exits entries in the payroll software and responsible for leave management, attendance corrections, generating weekly attendance reports, processing F&Fs settlements and supporting employees with Mediclaimand PF reimbursements.
* Organizing recreation activities FUN @ WORK Celebration of birthday, festival, sports, games and fun activities and annual function.
* Drive performance appraisal process observation and maintaining records and co- ordinate with respective Leaders in order to maintain the database.
* Successfully implemented “buddy program” for new joiners.

**Country Inn &Suites, ByCarlson, Navi Mumbai**

# Assistant Manager – Human Resources

# February 2013 to June 2014

**Responsibilities:**

* Screening, telephonic interviews, negotiation, offer letters and appointment letters, preparation of hiring approval notes, maintenance of recruitment tracker and closure of the positions as per mandates and timelines.
* Managing on-boarding and preparing and coordinating induction process of new joiners, probation period appraisal and annual appraisal process.
* Employees connect by ways of meetings and sessions with various departments.
* Effectively managing welfare measures, management and employee get together, other team building activities like birthday celebrations, festival celebrations to enhance motivation levels and productivity.
* Ensure employee files contain required employment paperwork, proper performance management and compensation documentation, are properly maintained and secured for the required length of time.

**The Park On Holiday Beach, Calangute Goa**

# Human Resources Officer

# March 2012 to February 2013

* As the Human Resources Officer, I was a part of the pre-opening team and was actively involved in streamlining the entire HR operations.
* Vendor Management, Maintaining statutory compliances and liaising with consultants, Labour and PF officials.
* Handling employees’ accommodation and travel. Maintenance and inventory check for the employee accommodation.
* Employee attendance, salary processing and leave cards management.
* Active participation in CSR activities, organizing internal events like Town-Hall Meet, annual day celebrations, etc.
* Handling the selection procedure like screening, scheduling and conducting Interview and arranging the induction program for the new joiners.

**Fortune Select Regina, By ITC Welcom Group, Candolim Goa**

# Human Resources Supervisor

# November 2010 to February 2012

**Villagio Inn, Betalbatim Goa**

*Human Resources Assistant*

*February 2010 to November 2010*

**MetLife Insurance India Private Limited**

# Senior Financial Planning Consultant

# March 2008 to January 2009

**Academic Qualification:**

* Master of Business Administration in Human Resource Management and Marketing, ICFAI National College, Goa – 2008
* Bachelor of Arts, Goa University, Goa - 2006
* Higher Secondary School Certificate, Goa Board, Goa - 2003
* Secondary School Certificate, Goa Board, Goa – 2001

**Personal Details:**

 Date of Birth : 3 July 1986

 Languages known : English, Hindi, Marathi and Konkani

 Marital Status : Married

 Email : Fiona-396203@gulfjobseeker.com

I am available for an interview online through this Zoom Link <https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09>