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CURRICULUM VITAE 

**CAREER OBJECTIVE**

A challenging position in Human Resources, Administration, Business Development or Public Relations that will take advantage of my interpersonal skills

**SKILLS AND ABILITIES**

* **Twenty Years of experience** in challenging environment in Human Resources, Administration, Employee Relations, Employee Welfare, Community Development etc.;
* Good client service, organizational management skills;
* Effective interpersonal communication and English writing;
* Strong computer skills in Microsoft Word, Excel, Power Point, MS Access & Presentations.
* Extensive and proactive trainings; Human Resources & Hospitality Environment.
* Ability to work effectively in a dynamic, multi-tasking environment;
* Ability to cope with stress, apply new techniques, give attention to details; aptitude and motivation to learn quickly and to handle various jobs professionally.
* Excellent administrative and secretarial skills.
* Defines, establishes, and maintains proper communication channels so that an open, transparent organisation can be achieved.
* Prepares, develops and implements the manpower budget and staffing strategies.
* Co-ordinates with department heads to propose productivity standards and norm to ensure high performance teams.
* Create Career development policies and implements career paths for employees as per Corporate guidelines.
* Create proper administration of Appraisal System in all departments and achieve a performance driven team.
* Recommends, proposes and implements strategies to ensure retention of High Performers.
* Ensures career development and succession planning for staff through training and provide performance review.
* Decides on hiring, promotion, disciplinary action and performance related salary increments for staff.
* Employee Productivity (Manpower Budget)
* Employee Motivational Index.
* Need based recruitments.
* HR Audit
* Implementation of Company HR Policies.
* Facilitation of employee related welfare schemes.
* Create Community Development Initiatives in line with Company’s vision.

**PROFESSIONAL EXPERIENCE:**

**Present :**



**Manager – Human Resources**

December – 2018 onwards - **STERLING HOLIDAYS & RESORTS LTD.**

**Ooty, Tamil Nadu, INDIA**

**Previous**

**Manager – Human Resources**

February– 2018 to December, 2018 - **MAHINDRA HOLIDAYS & RESORTS LTD. POOVAR, KERALA, INDIA**

**Manager – HR & Business Development**

June, 2012 - November, 2017 **TAFCO Group, Baharain (TAFCO Marine & TAFCO Constructions)**

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**Manager – Human Resources & Administration**

July 2010 – March, 2012 **SAMEC Group, Jubail, Kingdom of Saudi Arabia**

Responsibilities and essential job functions includes Leadership, Setting goals for the work group, developing organizational capability. To supports the business/personal development of the Operations team, plans, execute, identifies, and communicates, key responsibilities and practices to ensure Operations team promotes a successful attitude, leadership confidence, and teamwork to achieve business results.

* Researches, identifies and proposes appropriate HR / IR strategies to ensure a lean, progressive, and responsive organization.
* Identifies and defines appropriate training and development interventions to ensure an organization committed to its employees.
* Co-ordinates with department heads to propose productivity standards and norm to ensure high performance teams.
* Prepares, develops and implements the manpower budget and staffing strategies.
* Responsible for maintaining harmonious employee relations and an environment conductive to performance and growth.
* Ensure career development policies and implements career paths for employees as per corporate H.R. guidelines.
* Defines, establishes and maintains proper communication channels so that an open, transparent organization can be created.
* Ensures realization of organizational vision by implementation of concepts to achieve organization / unit people related appropriate strategy.
* Ensures proper administration of Appraisal System in all departments and achieve a performance driven team.
* Establishes in co-ordination with Training Department, the training schedules and appropriate training inputs to maximize customer satisfaction, employee motivation & organizational profitability.
* Recommends, proposes and implements strategies to ensure retention of high performers.
* Ensures through departmental heads commitment to organizational policies and rules and takes corrective action when required.
* Implements, communicates, clarifies Personnel / HR / IR policies and rules, and proposes modifications to remain current with needs of the organization and laws of the land.
* Responsible for all labor related matters.
* Ensures compliance with all relevant statutory records, laws, and administrative functions related to the department and the organization.
* Ensures attendance of concerned staff for behavioral and vocational training programs, and personally conducts key trainings.
* Personally coaches executives in personnel management, human relations, and training skills.
* Ensures career development and succession planning for staff through training and provide performance review.
* Decides on hiring, promotion, disciplinary action and performance related salary increments for staff.
* Employee Productivity (Manpower Budget)
* Employee Motivational Index.
* Need based recruitment.
* Department Productivity (No. of employees).
* Employee attendance, punctuality, and absenteeism.
* Quality Service Index (Grievances, Turnover etc.)
* Implementation of company HR policies.
* Facilitation of employee related welfare schemes.
* Creative HR initiatives.
* Self motivation.
* Eye for detail.
* Personal grooming and etiquette.
* Reports to the General Manager.
* Takes decisions on all operational and staff matters that are outside the responsibility of subordinates.
* Keeps in contact with all staff by regular meetings.
* Contributes to strengthen the internal HR network within the company.
* Responsible for maintaining excellent relationship at all levels between HR departments and other departments.
* Co-ordinates with other departments to ensure implementation of HR strategies / policies.
* Maintains professional relations with all external professional agencies / contact person.
* General Administration

**Human Resources Manager**

July 2008 – September, 2009 **Al Dhaen Group, Bahrain**

**Department Head - Human Resources / Safety & Health / Security / Transport.**

**Responsibilities** –

* Administer compensation, benefits and performance management systems, and safety and recreation programs.
* Identify staff vacancies and recruit, interview and select applicants.
* Allocate human resources, ensuring appropriate matches between personnel.
* Provide current and prospective employees with information about policies, job duties, working conditions, wages, opportunities for promotion and employee benefits.
* Perform difficult staffing duties, including dealing with understaffing, refereeing disputes, firing employees, and administering disciplinary procedures.
* Advise managers on organizational policy matters such as equal employment opportunity and sexual harassment, and recommend needed changes.
* Analyze and modify compensation and benefits policies to establish competitive programs and ensure compliance with legal requirements.
* Plan and conduct new employee orientation to foster positive attitude toward organizational objectives.
* Serve as a link between management and employees by handling questions, interpreting and administering contracts and helping resolve work-related problems.
* Plan, direct, supervise, and coordinate work activities of subordinates and staff relating to employment, compensation, labor relations, and employee relations.
* Analyze training needs to design employee development, language training and health and safety programs.
* Maintain records and compile statistical reports concerning personnel-related data such as hires, transfers, performance appraisals, and absenteeism rates.
* Tracking of Employee Leave / Absenteeism Tracking System.
* Analyze statistical data and reports to identify and determine causes of personnel problems and develop recommendations for improvement of organization's personnel policies and practices.
* Plan, organize, direct, control or coordinate the personnel, training, or labor relations activities of an organization.
* Conduct exit interviews to identify reasons for employee termination.
* Investigate and report on industrial accidents for insurance carriers.
* Prepare personnel forecast to project employment needs.
* Prepare and follow budgets for personnel operations.
* Develop, administer and evaluate applicant tests.
* Oversee the evaluation, classification and rating of occupations and job positions.
* Develop and/or administer special projects in areas such as pay equity, savings bond programs, day-care, and employee awards.
* Monthly Salary & wages Data to Accounts.
* Employee Accommodation – upkeep & maintenance
* Employee Transport – to maintain the daily duty schedules and coordinate for any general issues of transportation for employees.
* Security – To coordinate for all security staff & security systems of the company.

**Human Resources Executive**

**September 1997 – August 2008 – 11 Years** **Taj Group of Hotels (Jaipur & Kochi)**

**Taj Rambagh Palace, Jaipur (1997-2005) & Taj Malabar, Kochi, Kerala (2005-2008)**

**Job Responsibilities includes:**

**Recruitment & Selection**

* Place the vacancies to the Consultants/Employee Referral etc.
* Scheduling and coordinating for the interviews
* Offer letters.
* Liaison with Placement consultants/Payments etc
* Induction plan /welcome letters for the new joinees.
* Appointment letters
* Implementation of Employee Referral Scheme
* Induction & Orientation of new employees

**Performance Management System**

* Prepare the KRA’s of all Executives and finalise the same as per schedule.
* Timely review of the KRA’s
* Prepare the final score sheet and to send the same to Corporate office.

**Human Resource Information System (HRIS) software**

* Completely handling the HRIS (Human Resource Information System) programme with timely updation. This is a computerized data bank of every employee.

**Communication**

* Notice Board update
* Monthly Bravo Billboard updates.
* Prepare the Town Hall presentation (Open House)
* Coordination for Town Hall presentation
* Confirmation of staff

**Correspondences/Others**

* Correspondences with the Corporate as well as internal offices.
* Follow up with departments on various day to day requirements.
* To assist the HR Manager for day to day functions.
* To send the monthly Reports as per schedule.
* Prepare Staff birthday list monthly
* Industrial Trainees schedule

**Employee Accommodations**

* Regular checking of all employee’s accommodations and also Executive houses/flats.
* Maintenance of the accommodations from time to time.
* Review of the House Agreements.

**Taj Community Programmes**

* Worked as Community Leader and undertaken various community initiatives for the Taj Group.
* Organised various functions and programmes on the various occasions.
* An Helping hand for the orphanages / street childrens.
* A community team formed under my leadership.
* Daily food distribution to the orphanages.

**TRAINING COURSES / SEMINARS ATTENDED**

* + Leadership Skills
  + HRIS
  + Hospitality Foundation Module
  + Train the Trainer
  + Time Management
  + Managing Shifts
  + Art of Hospitality
  + Finance Management
  + Team Building
  + Analytical Thinking & Creative Problem Solving.

**EDUCATION:**

**E-MBA- Advance Diploma in Human Resource Management from NMIMS, Mumbai.**

**Other Educational Credentials:**

Pre Degree Course from Mahatma Gandhi University, Kerala, India

SSLC from Kerala State Education Board, India

**EXTRA CURRICULAR ACTIVITIES**

Team Leader – CDAG Action Group, Taj Group of Hotels ( for community development)

Member of HR forum

**PERSONAL DATA:**

Born    : May 25, 1968

Nationality   : Indian

Marital Status  : Married

Driving License : Holding a valid driving license (light vehicle) – Bahrain & India

Passport No. : Z3643690

**REFERENCES WILL BE SUPPLIED UPON REQUEST**