

Cade Ralph Pinheiro

NG Shelter, Bldg # 2, Flat-201,
Mira road, Mumbai, India.

Number: 98201 92170

Email Id: cadepinheiro@hotmail.com



Overview:

MBA in Hospitality, currently working in HR/ Admin since 2015. Also have Customer Services experience working with top-notch International organizations like North Tours LLC, JP Morgan Chase, Emirates Airlines, Wipro-Delta Airlines, Ocean Club Cruises (USA), and Carnival Cruise Lines (USA).

- Experienced in handling core issues like escalation, recommendation, complaint handling, customer retention, ownership, and maintaining client relations.

Job Objective:

To acquire a senior position within an organization, which allows me to showcase my skills and expertise and in doing so make the organization successful.

Work Experience:

Tender Hearts Arena – HR/ Admin Supervisor (UAE)

February 2021 – August 2021

Responsibilities:

October 2015 – January 2020

- Help develop and administers HR programs & policies including staffing, compensation, benefits, immigration, employee relations, training, and health and safety. Ensures HR strategies align with organizational business goals.
- Conduct initial orientation to newly hired employees.
- Compile and update employee records (hard and soft copies)
- Conduct HR projects (meetings, training, surveys etc.)
- Reviewing Payroll and WPS (absences, bonus, leaves, etc.)
- Communicate with public services when necessary.
- Have assisted in applying for and renewal of Government License, visas and other official procedures.
- Supervising the administrative staff and department.
- Developing, reviewing and improving administrative system, policies and procedures.
- Working with accounting and management team to set budgets, monitor spending and processing payroll and other expenses.

Saltbox Vacation Homes LLC – HR/ Admin Manager (UAE)

February 2020 – December 2020

Responsibilities:

- Help develop and administers HR programs & policies including staffing, compensation, benefits, immigration, employee relations, training, and health and safety. Ensures HR strategies align with organizational business goals.
- Sourced, interviewed and hired employees as per requirements needed and set for each department, using LinkedIn, Naukri, and consultant services.
- Emphasis on recruitment from start to finish.
- Conduct initial orientation to newly hired employees.
- Compile and update employee records (hard and soft copies)
- Conduct HR projects (meetings, training, surveys etc.)
- Reviewing Payroll and WPS (absences, bonus, leaves, etc.)
- Communicate with public services when necessary.

- Have assisted in applying for and renewal of Government License, visas and other official procedures.
- Supervising the administrative staff and department.
- Developing, reviewing and improving administrative system, policies and procedures.
- Working with accounting and management team to set budgets, monitor spending and processing payroll and other expenses.

North Tours L.L.C. – HR/ Admin Executive (UAE)

May 2015 to September 2015

Responsibilities:

- Payroll and WPS.
- Properly handle complaints and grievance procedures.
- Communicate with public services when necessary.
- Coordinate HR projects (meetings, training, surveys etc.).
- Process documentation and prepare reports relating to personnel activities (staffing, recruitment, training, grievances, performance evaluations etc.)
- Taking care of the hiring process from start to finish.
- Developing, reviewing and improving administrative system, policies and procedures.

JP Morgan & Chase – Risk Management Analyst (India)

June 2013 – April 2015

Responsibilities:

- Responsible to help credit card holders who suspect fraudulent activity on their account.
- Responsible for reviewing security information and account activity with the callers.
- Identifying the type of fraud and setting accounts up for investigations.
- Assist with taking inbound calls from the merchant, merchant centers and branches with the purpose of detecting fraud or providing authorizations at the point of sale.
- This responsibility includes customer authentication at point of sale and verifying their security information and account activity.
- Play a key role in contributing to the profitability of the organization and directly impact our bottom line by minimizing losses that result from fraud.
- Responsible for achieving specific performance standards that include team and individual performance factors such as quality and average handle time.
- Effectively mentor other analysts within the teams to help them develop their risk management skills and knowledge.

Core Achievements:

- Responsible for Outlier Management. Training and coaching of underperforming agents.
- “Subject Matter Expert” training to sight and improve new recruits.
- I am experienced in handling core issues like escalation, recommendation, complaint handling, customer
- Achieving an average Quality score of 85% with no Fatal Errors and a score of 4 out of 5 in customer satisfaction.
- Maintained a score of 100% on Value Creation Metric (VCM) since Dec 2013.
- Received several appreciations by the customer.

Emirates Airlines - Customer Sales & Service (India)

March 2011 – October 2012

Responsibilities:

- Direct dealing with Customers of Emirates Airlines to make reservations and Baggage Clearance.
- All calls from Australia, New Zealand, Singapore, Malaysia, India, UAE, Canada and USA.
- Assist all Emirates Passengers with required Visa Information.
- Actively promote Dubai Stopovers for passengers visiting UAE. This includes Hotel Reservation, Visa, Tours, Meet & Greet Service, to and for Transportation from Airport to Hotel and Back.
- Assist all passengers with reservation changes before or after journey and re issue of tickets.

- Worked on "EASY MARS" a system for ticketing.
- Achieving sales & services targets, productivity & quality parameters.
- Counsels Guest Representatives on quality of service to ensure proper procedure are being followed.
- Report scripting problems or questions from callers to appropriate departments.

Wipro BPO – Trainer (Delta Airlines - India)

June 2004 – March 2011

Responsibilities:

- Worked for Delta Airlines, Inbound Contact Centre, in direct contact with customers, handling ticketing, creating reservations and ordering baggage clearance.
- Certified Floor Trainer by the client (Delta Airlines) for re-issue and callable queue.
- Conducting classroom training and ensuring complete knowledge transfer.
- Quality Management of the team by ensuring the established Standard Operating Procedures were monitored and maintained.
- Achieved a team Quality score of 98% with no Fatal Errors.
- Train and mentor new recruits within the process.
- Worked with new recruits on imparting a neutral Voice & Accent.
- Successfully Completed "Subject Matter Expert" training to sight and improve new recruits who lacked skills.
- Worked on GDS "CMS and DL TERM"
- Responsible for Outlier Management & get them up-to speed via training & coaching.
- Maintain daily trackers and prepare daily report for submission to the client in the US of A.
- Conduct fun activities on the floor and concentrate on team bonding.
- Planning the Process Transition.
- Designing the process workflow.
- Performance and Quality Monitoring.
- Capturing of processes and creating SOP documents.

Core Achievements:

- Part of the transition group for Wipro BPO Solutions, British Telecom - in Cebu (Philippines).
- Certified by British Telecom as a Process Trainer.
- Trained and certified a pilot batch of 26 Trainees. Within the time limit given.
- Responsible for all the Certifications.
- Maintained all the quality score, behavioral report of the team.
- Responsible for the productivity of the team.

Responsibilities and duties as MIS administrative.

- Administration of Community WFM.
- Manage employee information changes.
- Manage scheduling process.
- Manage proactive approval and denial of discretionary activities; such as vacations, trainings, meetings.

Ocean Club Cruises (USA)

March 2003 – February 2004

Worked as an Assistant Steward with Housekeeping Department (Assistant Housekeeping Steward)

Carnival Cruise Lines (USA)

May 1994 – September 1999

Started as a Steward in Room Service and was subsequently promoted as a Cabin Steward.

Responsible for arranging meeting and handling all the VIP movements.

Academic & Professional Qualifications:

- MBA in Hospitality Management from National Institute of Management 2013 – 2015.
- Diploma in Travel & Tourism Management (DIATM) from IITC in 1994.
- Graduate in Commerce (B. Com in Accounts) from Xavier's International University Goa -1992.

- Working knowledge of **MS Office** (PowerPoint, Excel, Word & Outlook)

Strengths:

- Self-motivated., Confident, Proactive.
- Ability to perform under pressure.
- Good grasping ability.
- Quick Learner and a Quick decision maker with a “Never Say Die Attitude”

Personal Information:

Date of Birth:	24 th October 1972
Marital Status:	Married
Nationality:	Indian
Languages Known:	English, and Hindi
Passport Number:	Z3031472

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