

TASNEEM KHAMKAR

HR & Admin Manager
Customer Service Executive, HR Executive



Location: Dubai, UAE

Contact: +971505862767

Languages: Arabic, English, Urdu, Konkani

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CAREER SUMMARY

Skilled in diverse areas including **Customer Service, HR and Admin Management** with more than **8 years'** experience. Responsible in Administration with strong knowledge of Human Resources practices. Human Resource professional seeking a new and challenging opportunity to utilize my education and public sector HR & Admin work experience. I offer strong attention to detail, highly professional attitude, excellent problem-solving skills, and well-developed time management abilities. I am a hard-working, driven team player with a positive attitude. I will be an asset to your organization.

CORE STRENGTHS

- Excellent Communication Skills
- Computer Literacy
- Planning/Organizing
- HR and Administration
- Talent Acquisition
- Customer Services
- Problem Solving
- Multitasking

CERTIFICATIONS & TRAININGS

- **HR & Payroll Management Training**
Lead Academy, United Kingdom - 2021
- **Phycologist (Stress & Anxiety Management Course)**
Skill Express, United Kingdom - 2021
- **Diploma in Human Resources - HR**
Alison, Ireland - 2022
- **Mini MBA – CPD ACCREDITED, IPHM**
Lead Academy, United Kingdom - 2022

EDUCATION

- **B.COM (Bachelor of Commerce) - 2021**
Rajalaseema University, India

WORK EXPERIENCE

Bonanza Global DMCC, Dubai, UAE

November 2014 - July 2020



HR & ADMIN MANAGER

Responsibilities:

- Managed Human Resources & Admin related activities including Recruitment, Talent Acquisition, compensation, career development, performance measurement, training and personnel affairs of employee.
- Supervise day-to-day operations of the administrative department & staff members.
- Directs and oversees all administration related activities including security, preventative and corrective maintenance, office supplies and transportation. Developing, reviewing, and improving administrative systems, policies, and procedures.
- Worked with accounting and management team to set budgets, monitor spending, and processing payroll and other expenses.
- Plan, schedule, and promote office events, including meetings, conferences, interviews, orientations, and training sessions.

- Collect, Organize, and Store information using computers and filing systems.
- Overseeing special projects and tracking progress towards company goals.
- Built new and expanding existing skills by engaging in educational opportunities.
- Participated in interviews, selections and recruitments of employees to fill vacant positions at the company corporate office.
- Attended events on behalf of company.

Casper Advertising & Publishing, Sharjah, UAE

January 2014 - September 2014



CUSTOMER SERVICE AGENT

Responsibilities:

- Handle Customer inquiries both telephonically and by email.
- Managed and resolved customer complaints.
- Follow up on customer calls where necessary.
- Maintain and improve quality results by adhering to standards and guidelines; recommending improved procedures.
- Maintain call center database by entering information.
- Fulfilled requests by clarifying desired information, completing transactions, forwarding requests.

Al Ghoul Immigration Services, Sharjah, UAE

March 2013 - December 2013



ADMINISTRATIVE COORDINATOR

Responsibilities:

- Maintain Administrative workflow by studying methods, implementing cost reductions, developing reporting procedures.
- Provided information by answering questions and requests.
- Accomplished department and organization mission by completing related results as needed.
- Guide Staff actions by researching, developing, writing, and updating administrative policies, procedures, methods, and guidelines; communicating developments to management.
- Plan, initiate & manage administrative activities.

DU Communication Center, Dubai, UAE

December 2010 - January 2013



CUSTOMER SERVICE EXECUTIVE

Responsibilities:

- Open customer accounts by recording account information.
- Maintained customer records by updating account information.
- Prepared product or service reports by collecting and analyzing customer information.
- Contributed to team effort by accomplishing related results as needed.
- Select and explain the best solution to solve the problem.
- Provided feedback on the efficiency of the customer service process.
- Process orders, forms, applications and requests.

Mashreq Bank, Dubai, UAE

June 2009 - October 2010



CUSTOMER COORDINATOR

Responsibilities:

- Deal directly with Customers either by telephone, electronically or Walk-in.
- Handle and resolve customer complaints.
- Responded promptly to customer inquiries.

- Performed customer verifications.
- Directed requests & unresolved issues to the designated resource.
- Prepare and distribute customer activity reports.
- Communicate and coordinate with internal departments.

EVENT PARTICIPATION

Finalist for **SHE Community Worker Award**

She Awards 2020 on 6th March, **International Women's Day**, Dubai, UAE

INTERPERSONAL SKILLS

- Self-confidence.
- Persistence.
- Being open to change and new ideas.
- Time Management.
- Resilience.
- Self-Discipline.
- empathy
- Active listening
- Emotional intelligence

REFERENCE

Professional, academic and personal references could be furnished upon request.