



KEVIN NELSON CASTELINO

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To secure a job position where I can fully and productively apply my education, experience and skills to achieve personal and professional growth and development at the same time, contributing to the success of the company.

Core Competencies

- A qualified and experienced professional with over 8 years of experience in Front Office Reception and Customer Service and Human Resource.
- A dedicated individual who possesses excellent problem solving, decision making, team building, negotiation, coordination, management and organizational skills.
- Can handle multiple tasks effectively and very much flexible with time.
- Possesses excellent organizational skills and can work well independently.
- Fluency in verbal and written English Communication with strong interpersonal relationship skills.
- Comprehensive in Cultural Awareness and likes to work in a fast –paced multicultural environment
- Self-driven, motivated, enthusiastic and career oriented person.

Computer Skills

- Proficient in computers skills i.e. Integra (Road Side Assistance Application) , Fortune Next IDS (Front Desk Application), AXS (Visa processing Application) MS Word, MS Excel, MS Access, MS PowerPoint, MS Outlook, Accounting Package (Tally 9).

Professional Experience

Amity University – Dubai & Amity Private School – Sharjah UAE

March 2019 till date

HR Officer

Duties and Responsibilities

- Handling complete Onboarding process for the new joiners. Such as preparing employment contracts, relocation arrangements, visa, travel and accommodation, employee credentials, employee hand book, buddy assignment, preparing IT supplies, medical insurance, HR Orientation and arranging Finance Orientations and New joiner's introduction.
- Handling Offboarding process, responsible to collect company IT assets, deletion of employees' credentials and taking exit interviews.
- Coordinating with PRO and documenting all the process for employee visas such as new visa, visa renewal, Emirates ID and cancellation etc.
- Handling international visas for employees. Preparing necessary documents in order to apply.
- Responsible for applying health insurance for new joiners and dealing with for reimbursements of claims.
- Recruitment activities, which includes identification, screening, scheduling interview and coordination for interviews.

- Handling Generalist responsibilities for preparing employment letters, attendance record, leave records, grievance issues, employee queries, salary certificates, payslips etc.
- HR Administrative role, handling employee files, contracts and company legal documents.
- Systematized personnel records, attendance, absences, and performance and handled employees' queries about HR- related issues.
- Preparing the offer letter and follow up with offered candidates to keep track on their joining dates.

IMC – INTERNATIONAL MOTORING CLUB

July 2017 till March 2019

DUBAI SILICON OASIS. UAE Customer Service Representative

Duties and Responsibilities

- Answering the customers call immediately with greetings and providing all kind of Emergency Roadside Assistance to them.
- Providing Emergency Road side assistant to the customers if they meet with an accident and the journey cannot be continued.
- Assisting the customers to tow their breakdown vehicles to the dealers or to the garage of the customer's choice anywhere in UAE.
- Providing Battery Boosting, flat tyre, fuel delivery, lock out services to the customers and arranging the nearest drivers of customer's location.
- Booking the car registration and car testing service, and sending the driver to the customer's location to provide the service.
- Assisting the customers to book flight tickets, Airport pick up and drop off, Marhaba meet and Greet services etc.
- Assisting the customers to get the International Driving Permit.

SANDRAS INN HOTEL.

August 2014 to June 2017

DEIRA DUBAI. UAE. Front Desk Receptionist

Duties and Responsibilities

- Welcoming guests to the hotel in a polite, friendly and helpful manner.
- Directing the visitors and guests to the relevant person or department.
- Dealing with check-in, check-out, late arrivals and assisting with early check-outs.
- Receiving payments from guests in the form of cash, cheques or credit cards.
- Answering telephone inquiries promptly, professionally, transferring calls and passing the messages.
- Being a point of contact for guests if they have any queries and dealing, resolving customer complaints.
- Keeping up to date on all hotel products, services, pricing & promotional offers.
- Completing the night auditing procedures with accuracy and attention to detail.
- Ensuring all relevant system and paperwork has been completed in order for a smooth handover at the end of the shift.

Online Customer Support Executive

Livserv Technologies provides 24*7 online chat service to the online visitors who wants to buy properties in one of the reputed builders, it helps to the visitors who wants houses for rent, Livserv Technologies also assist the patients in fixing up an appointment with Doctors in their preferred Hospitals and it helps to peoples who is looking for training in various educational institutions, and also gives assistance in booking room in reputed hotels and resorts.

Clients: Puravankara, ETA star Dubai, Mantri, Maxworth realty, Marg Properties, Artha properties, Manipal Hospitals, HCG Hospitals, Narayana Hospitals, Abad Hotels, 365 tours, Trane India, Chennai Business school, Touch Magix etc.

Duties and Responsibilities

- Face to face dealing with the customers and by online.
- Assisting our clients to sell the products and properties.
- Dealing with complaints of existing customers.
- Assisting the patients to fix the appointment with their preferred Doctors of reputed Hospitals i.e., Manipal Hospitals, HCG Hospitals, Narayana Hospital, Aarex Medicals etc.
- Assisting the customers to buy land, apartments and villas. And also helping in rent out and rent in.
- Helping in booking various domestic and international tour packages.
- Assisting the visitors in booking rooms and day packages in hotels and resorts i.e., Abad Hotels, Tulip Resorts, Elim Resorts, Cherry Trees, Paradise Kerala, 365 Tours etc.
- Collecting the contact details from the customers to follow up.

Educational Attainment

Bachelor of Commerce, Mangalore University, India, Year-2012

PERSONAL DETAILS

Date of Birth	: 17 th December 1990
Religion	: Christian (Roman Catholic)
Marital Status	: Married
Nationality	: Indian
Visa status	: Employment Visa
Languages Known	: English, Hindi, Kannada, Konkani, and Arabic (Basic).

Declaration:

I, hereby declare that the above information is correct to the best of my knowledge and I take complete responsibility for any false information.

Place: Dubai

Date :

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