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PROFESSIONAL SYNOPSIS

- Experienced Global Immigration Professional
- A law graduate from a premier Law College in India.
- Ability to work under pressure effectively and efficiently, with good judgment, and manage competing demands and priorities.
- Intercultural proficiency and strong interpersonal skills with the ability to interact effectively and respectfully with people from diverse cultures.

PROFESSIONAL EXPERIENCE

Assistant Operations Manager
Europe Axis, Dubai, UAE

March 2022 to August 2022

1. Meeting clients for submission of documents, explanation of immigration process, procedures, and documentation assistance
2. Provide detailed consultation regarding immigration to Canada / Australia /Poland and Czech Republic for Permanent and Temporary Residency programs
3. Develop, implement, and review operational policies and procedures of operation department.
4. Handling escalations from multiple departments, client complaints and refund request from clients
5. Oversee the activities of operations department.

Immigration Processing Officer:
Immigration Office – Dubai, UAE

February 2018 to March 2022

1. Liaise with clients to identify and complete work permit, Permanent residency, visa and immigration related documentation.
2. Counseling clients on processes and procedures for Immigration application to Canada.
3. Provide comprehensive, expert guidance clients on all immigration matters throughout every stage of the process.
4. Meeting with prospective and extant clients to gauge which services they require.
5. Take ownership of customers' issues and follow problems through to resolution (complaint escalation)
6. Keep accurate records and document customer service actions and discussions
7. Identifying high profile, sensitive or problematic cases and conveying these to the attention of the line manager.
8. Deliver case specific advice and implement practices specifically with regard to Canadian PR applications, ECA applications, work permits, Student visa applications, family sponsorship applications and post landing related concerns.
9. Oversee the completion of all relevant visa and immigration documents and ensure that they are received within the time limit set by the government.
10. Enters and validates information in on-line system (CRM); reviews applications and documents; identifies shortcomings including incomplete applications, missing, or irregular information.

Assistant Branch Manager
North American Services Center, Dubai, UAE

June 2017 to November 2017

1. Liaise with senior management on issues related to DED, MOL in Dubai, and complaints against ICCRC members.
2. Oversee the completion of all visa and immigration documents and ensure that they are received within the time limit set by the government (Canada and Australia)
3. Taking all responsibility of all immigration issues (out bound) and operations, remain as single point of contact for client's immigration queries and concerns

4. Hands-on involvement with case escalations -Coach, develops, and mentor junior staff in the processing team in all six branch offices of company.
5. Oversee and co-ordinate office administrative procedures and review evaluate and implement new procedures in office.
6. Get in touch with regional embassies/consulates for certification of documents and other related matters
7. Maintain market knowledge of similar space and competition trends
8. Preparing administrative correspondence with MARA agent, ICCRC member, London High Commission and Quebec immigration lawyers, Web form, other government agencies like IRCC and MIDI

Immigration Case Officer:

January 2014 to May 2017

North American Services Center, Dubai UAE

1. Oversee processing immigration applications for Canada under FSW, Express Entry, PEI EE stream, NSPNP, AINP, SINP, NBEE stream, QSWP, Mon projet, Aarima, OINP, MPNP, Work permit, FSW interview orientation, Federal court cases, Wipe out cases
2. Advise the client about language test requirements for express entry programs (IELTS, CELPIP & TEF) and education credential assessment requirements, translation requirements, work experience letter preparation in accordance with NOCs etc.
3. Submission of passports to concerned embassy for visa stamping (under different programs)
4. Preparing administrative correspondence with MARA agent, London High Commission, Canada embassy Abu Dhabi and Quebec immigration lawyers, other government agencies like IRCC and MIDI

Retail Sales Advisor

April 2012 to December 2013

Axiom Telecom LL.C, Dubai UAE

1. Welcomes customers by greeting them; offering them assistance
2. Helps customer make selections by building customer confidence; offering suggestions and opinions on mobile products and value-added services.
3. Processes payments by totaling purchases; processing checks, cash, and store or other credit cards.
4. Coordinate with the Retail Sales Representatives team to provide excellent customer service

Lower Division Clerk/Admin Assistant

December 2007 to February 2012

Health Service Department, Kerala, India

1. Oversee and co-ordinate office administrative procedures in the hospital.
2. Oversee administrative operations related to yearly budgeting, invitation of quotations and assisting in project planning of the hospital.
3. Prepare, verify and process all employee payroll related payments, including regular pay, benefit payments, and special payments such as bonuses and personal loans.
4. Maintain and update employee information, such as records of employee attendance, leave and overtime to calculate pay and benefit entitlements using both manual and computerized.

Junior Lawyer

November 2007 to November 2007

District Court Kerala, India

1. Advise clients concerning claim liability, advisability of prosecuting or defending lawsuits, or legal rights and obligations.
2. Prepare and draft legal documents such as bail applications, such deeds, mortgages, leases, and contracts under the supervision of senior lawyer.

EDUCATIONAL QUALIFICATIONS

- Bachelor of Laws (LL.B) from Mahathma Ghandhi University, Kerala, India (2007)
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