




CONTACT ME AT

 Bur Dubai, UAE

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Visa status: Spouse sponsored

SKILLS

- **Languages:** Fluent in English, Hindi, and Punjabi.
- **Computer Literacy:** Gained and performed in a course of computer and achieved a degree in MS office Package and an intense course in Word document.
- **Teamwork:** Collaborated with colleagues while conducting college Projects and assignments on related subjects for banking at Summer Placements. Part of the first High School Yearbook committee as the Head of Design (2010) Participated in various team projects and presentations in the academic and non-academic environment. Attended team-building workshops held in the college university.
- **Analytical Skills and problem-solving:** Attended a basic course in skill management and problem-solving at SIES College.

SHALU SHET

PERSONAL PROFILE

Self-motivated, enthusiastic, and highly experienced professional who possesses the required level of management skills, knows how to inspire, lead, develop and motivate the staff. Thereby helping them to achieve outstanding results through passion, innovation, and support. Furthermore, my exceptional interpersonal skills have always enabled me to interact with my colleagues and customers effectively. Currently looking for a suitable position with an exciting company that promotes from within and rewards achievers.

CAREER OBJECTIVES:

- To be a part of an institute that gives me ample growth opportunities and a continuous learning environment to add to my career prospects and also to enjoy the learning experience.
- To ensure individual, team development and growth intellectually.

EDUCATIONAL QUALIFICATION:

- Completed my higher-level education from Mumbai University with a first-class degree in Commerce.
- Diploma in Financial Management and Accounts in 2009 from Welingkar Institute of management.
- Bachelor of commerce B.com in Banking and Insurance and Finance from Mumbai University 2008.
- SIES College of Commerce and Economics (Mumbai)
- Intensive Course in Retail Management in 2010.
- Completed a Social and content management course in 2020(online)
- Trainings achieved in Human Resource Management, UAE Labor Laws, Customer Service Management, delegation and motivation skills, Merchandising & buying, inventory planning, Minimizing damage and pilferage, and "Train the Trainer modules and details in product knowledge"

PERSONAL DETAILS

- **Date of Birth:** 11th January 1987
- **Marital status:** Married
- **Gender:** Female
- **Nationality:** Indian

Operational Management Head

Nailspa Academy by R (Mumbai) - | November 2019 - December 2020

Key Responsibilities -

- Responsible for complete Outlet Operations, Customer service, Inventory Analyzation skills, Training, and Social media marketing.
- Communicating and also monitoring with the entire team also teaching and explaining to them the dos and don'ts for the company.
- Getting extra resources for the academy and creating a healthy work environment also maintains a good relationship with the customers and the students altogether.
- Managing the conflicts between the staff and also with the clients when required
- Providing PR training and tips for the company also updated with the latest trends on social media marketing and content creation.
- Trained all categories of staff from manager to technicians and helpers and also provided knowledge regarding the quality, product, and also upselling techniques
- Have Successfully Outsourced the complete range of trained staff as well as the products to many clients.
- Introduced Primary Expense Guidance and Implementation on new Business Growth Tactics.
- Good coordination techniques by knowing how to integrate resources, activities, and time to ensure proper use of the resources toward the achievement of the organization's goals

Store Manager

Steve Madden and Hunkemoller.(Mumbai) Reliance Brands limited.

Palladium mall and Rcity mall. | April 2016 to October 2016

Key Responsibilities -

- Responsible for complete operational duties of both the stores.
- Training and grooming Fashion consultants to the next level.
- Build a working atmosphere that has energy, vitality, and fun.
- Ordering stock from the warehouse, merchandising new season stock, theft prevention.
- Inventory management and global count on a weekly basis
- Conducted company floor visual remerchandising
- Ensured RBL's standard of store presentation was being followed by staff
- Completed all training materials and communicated company newsletters and other information to staff regularly
- Continuously reviewing and managing team performance.
- Managed and supported the career development process of staff.
- Increased sales with excellent customer service levels and developed good relationships with regular customers
- Ensured and maintained cleanliness in retail stores adhering to retail standards.
- Completed tasks including ordering stock from the warehouse, training new staff members, working out weekly rosters, merchandising new season stock, resolving staff conflicts, and various other store duties.

Human Resources Executive

Account manager for Samsung gulf electronics. Emirates Consulting Group LLC Dubai International Financial Centre (DIFC). Dubai, United Arab Emirates | April 2015 (1 year)

Emirates Consulting Group is a subsidiary of Dubai International Financial Centre Investments established in 2002. With a proven track record in service delivery, ECG has grown to become one of the leading commercial staffing companies in the UAE currently operating from three jurisdictions: Dubai (onshore), DIFC and TECOM.

Key Responsibilities -

- Leads the provision of high quality administrative and transactional processing support in the delivery of the full HR lifecycle among all other HR operational needs
- Negotiates valid requirements within clients and maintain service excellence by upholding the service level agreements
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- The first point of contact of employees with regard to HR matters.
- Oversees the Human Resources Operations of the entire business for Client Services, Employee Relations, Recruitment, Compensation & Benefits

- Is responsible for managing and handling over 75 active employees
 - Sources & screens candidates as per the requirement
 - Performs recruitment & headhunting processes as per the client requirement, if required.
 - Manages & updates the client with the visa application, contract extensions, renewals & DE boarding process
 - Assists the PRO in the processing & provision of visa
 - Is knowledgeable of the UAE Labor Law & DIFC Employment Law
 - Prepares & processes service orders for salary increases, bonuses, advances, overtime, claims, etc.
 - Prepares and maintains document track sheets, timesheets & leave trackers.
 - Provides the Finance Department with the calculation of final settlement before the approval of the Accounts Manager & General Manager
 - Manages the billing procedure and invoices reports to be sent to the client as well as the management of the monthly employee payroll processes within the required TAT
 - Performs other HR-related & Client Service duties assigned by the Management for business development including but not limited to attending client meetings and client coordination & discussions in person, via phone, or email to ensure & improve the company's profitability.
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Senior Account Executive :

Net vision Information and Technology.

(Official partners with Du Telecom) (Dubai) | May 2014 - December 2014

Key Responsibilities -

- Secured a position for a senior account executive for du telecom of their company.
 - Managing all the corporate accounts of customers of their company.
 - Have been responsible for handling and managing about 360 corporate accounts.
 - Offering the clients the best suitable offers and advice as per their needs and demands.
 - Maintaining a tracker for all the clients. Updating timely requests and following up on the same.
 - Dealing with the customers on an individual basis and managing their accounts.
 - On requests of clients processing their orders and also following up with the same, as I was their direct contact.
 - Gained an understanding of insight, correspondence between the clients and my managers.
 - Assisting the senior managers and managers directly and also reporting to them about the daily customers, records, development of the company, and financial strategies.
 - Timely updates were maintained, in order for smooth functioning.
 - Timely reported feedback regarding the accounts was given to the CEO/Manager.
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Quality and Human resource Manager :

Occasions Confectionery (Dubai) | April 2012 – March 2014

Secured a place as an Hr manager, where I gained experience on the general knowledge of accounts and the resources of the company and also gained insight regarding the recruitment process required for the company.

Key Responsibilities -

- The cash/accounts of the store were managed and administered by me. Timely reported feedback regarding the cash/accounts was given to the CEO.
- Have been responsible for managing a staff of 45.
- Maintained trackers for all the required expenses, inventory, cash flow, bank account maintained, as well as the payroll and offer letters, any documents required for the visa process, and more.
- Timely reporting feedback for enhancement of the business was regularly conducted and the same was formatted and forwarded to the higher management for implementation and action.