

# MONISHA PAUL

Passionate Executive with Progressive Experience

📍 Al Qasimia , Sharjah,UAE, 500001, United Arab Emirates

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## + ABOUT ME

Multi-faceted, efficient, and reliable executive professional with 4+ years of successful management and customer service experience.

Diversified skill set covering administrative support, public relations, human resources and recruiting, and project management.

Skilled at building relationships with employees across all levels of an organization.

Excellent interpersonal, phone, and digital communication skills.

Resourceful problem solver who is adept at remaining calm in stressful situations and effectively assisting a variety of customers.

Enthusiastic and personable individual who enjoys working with people and building long-lasting relationships .

## + SKILLS

Customer Service

Positive Learning Process

Computer Literate

MS Office

Team Building

Quick Learner

Problem Resolution

Relationship Development

Organization

Multi-Task Management

Communication

## + LANGUAGES

English

Malayalam

Hindi

Tamil

## + PERSONAL DETAILS

**Date of birth**  
31/05/1990

**Nationality**  
INDIAN

**Visa status**  
Spouse Visa

**Marital status**  
Married

## + LINKS

**LinkedIn**  
<https://www.linkedin.com/in/monisha-paul-351658201/>

## + REFERENCE

References Available Upon Request

## + WORK EXPERIENCE

- Ananthapuri Hospitals & Research Institute JUN 2017 - PRESENT  
Kerala,India

### PUBLIC RELATION EXECUTIVE

- Acting as a point of resolution for customers who have complaints
- Develop a caring and compassionate relationship built on trust and encourage two-way communication with the Patients and their families
- Efficiently scheduled appointments as per requests from doctors as well as patients
- Scheduling corporate meetings
- Managing customer feedback review and implemented continuous improvement
- Carrying out legal proceedings including information handling and sharing to government authorities as per government and hospital rules & regulations
- Data management and bill payments as per departmental policy
- Pay due attention to VIPs/Directors/Shareholders during their visit as per laid down procedures
- Obtain and evaluate all relevant information to handle inquiries and complaints

- Sogox International APR 2016 - DEC 2016  
Kerala,India

### HUMAN RESOURCE EXECUTIVE

- Managing recruitment for key employees and inducting them to the new job roles
- Planning and structuring of job advertisements and posting on job portals
- Being a strong pillar stone in implementing the employee coordination & collaboration with various departments
- Interacting with the delivery team on regular basis and prioritizing requirements as per the billable effective dates
- Always provided timely feedback to the concerned
- Provide leadership, management, coaching, monitoring and direction to the employees to achieve targets
- Maintain an effective filing system of employee files and documents
- Generate Letters of Appointment; Acceptance of Resignation Letters; Contract Renewals, etc
- Manage employee exits

- SeekOut Technologies Pvt.Ltd OCT 2013 - JUL 2014  
Kerala,India

### HUMAN RESOURCE EXECUTIVE

- Maintains strong client focus by working with line management to deliver HR solutions in support of business objectives and HR strategies
- Conducts placement training programs in various colleges across India and recruit potential candidates
- Regular follow up with the respective hiring managers and HR Business Partners to ensure timeliness in the recruitment process
- Operate as a trusted advisor and partner with business leaders/ leadership team on "People matters"
- Prepare presentation materials , assist with developing communication materials and provide support for HR initiatives
- Provide general office duties to support the team
- Perform special projects as directed
- Assist with internal communications with staff as well as communications with clients
- Fostering a diverse and inclusive work environment

## + EDUCATION

- Anna University, Tamil Nadu 2012  
India

### BACHELOR OF TECHNOLOGY

B.E in Computer Science & Engineering

- St.Marys HSS,Kerala University 2008  
Kerala,India

### HIGHER SECONDARY

- St.Rochs Convent,Kerala University 2006  
Kerala,India

### SSLC