



SHANTHI RAMESH

Assistant Manager - HR & Administration

📍 DUBAI
☎ +9710505099014
✉ raman_228@hotmail.com

Summary

To be successful and professional in human relation as well as in relative sector. To usher myself into the challenging field of Multinational Organizations, and to put full use of the knowledge and skills I gained during my diverse work experience. Thus making it my endeavor to see that my expertise and skills gained during my service be an added asset to the organization I am involved in without compromising on quality. Enthusiastic and eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding Motivated to learn, grow and excel.

With an overall experience of 15 + years in the field of Human Resources , Administration and Hospitality industry.

Work experience

Assistant Manager of HR & Administration

July 2016 - July 2020

Redington Gulf FZE

Strategic HR Consulting

- Worked as strategic HR partner to business leadership and supported in building holistic HR strategy to meet short term & long term business requirements
- Worked closely with management and employees to improve work relationships
- Developed human capital management strategy; workforce planning, and succession planning activity for business divisions.
- Provided support to business leaders and functional managers on talent skill assessment, development needs and performance management process
- Provided support to functional heads and employees on HR matters, policies, transformation processes and procedures.

Employee Engagement:

- Work closely with HR Head and facilitate employee engagement survey administration, focus group discussion and action planning sessions in driving key initiatives to improve employee engagement.
- Identify and address issues and recommend appropriate solutions related to employee engagement.
- Support and facilitate action plans and activities generated by business leaders.
- Organize and execute key employee engagement activities such as Employee Birthday Celebration, create events , celebrations etc.
- Organized Quarterly Company Meets, Events and Town-Hall Conference to promote internal dialogue, work with corporate communications
- Manage daily operations of internal employee communication.
- Support and maintain the employee engagement programs and initiatives that support the organizational goals and culture.
- Research and work with vendors and other departments to build employee engagement initiatives.
- Serve as project point person on specific segments of employee engagement and communications programs, including contests, meeting logistics, with the allotted budget and ensure all engagement programs are successfully implemented.
- In collaboration with Marketing Department, designs regular employee engagement communication to employees by creating multimedia messages.
- Supports design and administration components for employee engagement surveys.
- Employee Engagement oriented towards Great Place To Work ranking Employee Grievances & Employee Exit Management.

Training & Development:

- Identification of the training requirement collected from appraisal feedback & suggestions.
- Finalize the course content and update the L&D Team.
- Gather the Training requirements and training coordination

Performance Appraisal

- Support the employees throughout the appraisal process and assist them accordingly.
- Career Development Programs for the employees ensuring development.

Induction

Induction to the new joiners on their day of joining.

Office & Facility Management

Manage travel bookings ,visas and accommodation for senior leaders.

Support in arranging the quarterly board meetings.

Policies:Create and update the Employee Handbook, & Induction Program.

HCM Platforms –Success Factors

- Worked on it extensively
- Reporting/ structural/data changes are captured in SAP

Employees Separation

- Arrange the farewell for the employees

Sr. Executive – Administration

April 2010 - April 2016

Redington Gulf FZE

- Ensure to confirm availability plus convey tentative itinerary to respective traveler for approval.
- Distributes tickets, book appropriate and convenient accommodations etc along with confirmations to traveler.
- Research on optimal travel alternatives.
- Coordinate, supervise and implement every aspects of travel arrangements.
- Review travel associated invoices as well as statements for accuracy plus codes for Accounts Payable.
- Ensure to compare invoices with genuine travel transactions to validate every charge.
- Identify most suitable as well as best quality service with reasonable possible rates.
- Collect information from travel agent and hotels vendors etc.
- Perform with Travel Agency to verify travel details and arrange reservations using existing flight schedules as well as Internet resources.
- Knowledge of geography and travel industry.
- Skill in organization in order to coordinate several events simultaneously.
- Skill in both verbal and written communication.
- Arrange venue, accommodation for the board meetings.
- Coordinate details of events for annual meets or any other events or meetings.

Administration Coordinator

June 2005 - April 2010

Redington Gulf FZE

Administrative and Travel Coordinator :

- Handling basic office duties, such as answering and routing phones, responding to emails.
- Ensuring that the office is well-maintained and organized.
- Ensure to confirm availability plus convey tentative itinerary to respective traveler for approval.
- Research on optimal travel alternatives.
- Coordinate, supervise and implement every aspects of travel arrangements.
- Review travel associated invoices as well as statements for accuracy plus codes for Accounts Payable.
- Ensure to compare invoices with genuine travel transactions to validate every charge.
- Identify most suitable travel agency as well as best quality service with reasonable possible rates.
- Collect information from travel agent and hotels vendors etc.
- Knowledge of geography and travel industry.
- Skill in organization in order to coordinate several events simultaneously.
- Skill in both verbal and written communication.
- Greeting and directing visitors to the appropriate parties.
- Manage and order office supplies and stock the pantry for all the offices.
- Organize and facilitate meetings, conferences, and other special events, as required.
- Maintain strong relationships with vendors and keep price data in order to get the best pricing on supplies

Reservations Supervisor

June 2001 - Feb 2005

The Oberoi Hotel

- Handling guest queries.
- Handling inbound calls for information and general inquiries.
- Knowledge of Fidelio & EPABX.
- Business correspondence, communication, filing, accumulating information for data base and updating them in a systematic manner.
- Tasked with overseeing bookings, constantly working to increase the number of room reservations and maximize revenue for the property.
- Monitoring and improving the quality of reservations as well as status of the hotel.
- To offer attractive alternatives, not compromising on the quality at same time.
- Responsibilities include co-ordination with marketing executives for the corporate bookings.
- To be quick thinker with a sharp set of problem-solving skills, to find a resolution that will satisfy the customer.
- To be gracious, apologetic and pleasant to ensure a positive customer experience.

Front Office Executive

1999 - 2000

Hotel Woodlands Pvt

- Welcome guests during check-in and giving a found farewell to guest while checkout.
- Handling guest complaints and concerns in an efficient and timely manner. Overseeing high profile guests , arrivals and departures.
- Coordinating and multi-tasking job duties in a busy environment.
- Being in direct contact with the guests had the privilege of handling guest queries.
- Knowledge of EPABX.
- Worked as "Hostess" for their Franchisee "Woody's" - restaurant, during weekends.

Handling inbound calls for information and general inquiries

Assistant Mistress

1996 - 1997

Kenmore School-Bangalore.

- Class Teacher for Kindergarten
- Had experience of teaching higher class as 5,6,7th Grade
- Diversified teaching techniques and learning tools help students with differing ability levels and varied learning modalities.

Education

XLRI & SHRM –Executive Certificate Programme in Human Resource Management

2016 - 2017

Talentedge India

Msc. Masters in Home Science, Bangalore University.

1997 - 1999

Smt. VHD Central Institute of Home Science

Bachelors in English Literature, Bangalore University.

1993 - 1996

Smt. VHD Central Institute of Home Science

Reference

References and supporting documents will be provided on request