

PRICI ANN THOMAS

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Administration Management || Process Enhancement || Customer Experience Enhancement || HR Management || Business Development || Training & Development || Effective Communication

Distinction in delivering **Administrative Support, HR Management, Customer Relationship Building and Process Improvement** with excellence in planning as well as implementing operational efficiency

People Engagement Specialist in building an employee-oriented culture and improving work quality and performance; Capable of managing high level business communications by establishing rapport, credibility and positive relationships

PROFILE SYNOPSIS

Brief Overview:

- Knowledge of various aspects of human resource management including employee relations, recruitment and on-boarding
- Skilled in efficiently maintaining organizational administration structure and staffing levels to accomplish company goals
- Distinction in sustaining relationships with staff and management by facilitating the delivery of HR services and conducting employee-engagement activities to proactively bridge the gap between employer & staff expectations
- Customer centric approach in analysing customer's needs with a view to build a stable revenue base and ensure repeat business
- Dexterous in attaining high level of customer satisfaction with expertise in identifying process enhancement priorities
- Skilled in establishing standard for operational professionalism, customer service for cross functional teams while ensuring customer satisfaction & business productivity

Professional Traits:

- ~ Proven ability to work effectively both independently and in a team based set up; skilled in prioritizing and executing tasks in a fast paced environment ~
- ~ Interpersonal skills to build positive working relationships within the group; demonstrates a high commitment to quality, attention to detail ~
- ~ Ability to deal with highly confidential and sensitive information while adapting to high pressure situations ~

PROFESSIONAL EXPERIENCE

Recruitment Coordinator ▶ Right Vows, Recruitment Consultancy (Dubai, UAE) | Jan '20 - Dec 20

- Handled overall HR management procedure as per business strategies and established and sustained a conducive work culture
- Conduct phone and face to face interviews with individuals to assess their qualifications and fit for a company
- Meet with clients to discuss and promote recruiting services
- Communicate with clients to get a clear view on their hiring needs and organizational goals
- Follow-up references and check credits
- Use career site like Monster and career Builder to locate qualified prospective employees
- Employ recruiting methods to attract candidates (e.g. job advertising)
- Create list of interview questions based on the position and the company requirements
- Schedule final interviews with upper level administrators
- Explore the market best practices in the recruitment/ staffing for hiring employee and conducted induction for new hires
- Create relationships with job seekers and provide advice
- Facilitate and finalize agreements between candidate and employer

HR Executive ▶ Compassion Unlimited Plus Action (CUPA), Animal Welfare Organization (Bangalore, India) | Mar '19 - Nov '19

- Handled overall HR management procedure as per business strategies and established and sustained a conducive work culture
- Processed paperwork including insurance and PF, kept a track of employee's leave, handled cruelty mails, documentation and assigned the cases to Animal welfare officer
- Delivered value-driven support to delivery of HR processes and maintained compensation and benefits program
- Handled gamut of recruitment process; scrutinized, short listed, interviewed candidates, performed background check process and employee orientation programs
- Explored the market best practices in the recruitment/ staffing for hiring employee and conducted induction for new hires

- Promoted organizational effectiveness by implementing and monitoring issues relating to positive employee relations

Customer Service Executive ▶ Freight World Connect, Logistics Company (Dubai, UAE) | Feb '18 - Jan '19

- Explained services to customers, generated customer interest and converted them into clients within assigned territory
- Found new prospects and other resourceful means and targeted existing customers for upsell opportunities
- Synthesized demand at customer level into a roadmap to ensure business value, consistency, adoption of best practices
- Improved the business foothold and accomplished sales targets by converting the leads into business development prospects
- Built and sustained relationships with customers in order to resolve customer concern areas and meet business objectives
- Prepared and followed up on quotations made for clients and handled client grievances
- Maintaining time sheet to monitor the shipments on a daily basis, deal with any issues that may have occurred (like any lost shipments, Shipment status, Container loading and positioning, Quoting)
- Liaising with all major. Shipping lines and Airlines for procuring the best rates for quoting the customers.
- Responsible to supervise drivers, Documentation Executive to ensure the shipments are loaded in timely manner

Program Officer ▶ Catalyst for Social Action, Non-Profit Organisation | Jun '15 - Dec '16

Highlight: Helped team in implementing Life Skill session in child care institution which resulted in a positive changes in kids, making them independent in their life | 2015-2016

- Coordinated with CCI (child care institution), understood their requirements and defined job positions
- Dealt with the children of above 14 years and provided life skills session
- Resourced, screened and short listed resumes through various job portals, internal reference and head hunting
- Conduced telephone and personal interviews in coordination with department heads
- Managed all the internal administrative work related to sponsorships, the number of existing and new students

I N T E R N S H I P S

Intern ▶ Absolute Communications, Public Relation Firm (Dubai, UAE) | Aug '17 - Nov '17

- Organized and coordinated PR activities and communicated and built relationships with current or prospect clients
- Created and distributed press releases and built and updated media lists and database

Child Development Worker ▶ Compassion, Non-Profit Organisation | Aug '14 - Dec '14

- Dealt with adolescent group trained them for skill development as well as spiritual development
- Successfully improved student participation in the classroom through integration of creative role playing exercises

Intern ▶ World Vision, Non-Profit Organisation | Aug '13 - Apr '14

- Met different clients and companies to get sponsorships for Children and ran numerous awareness campaigns with the team
- Managed all the internal administrative work related to sponsorships, the number of existing and new students etc.
- Dealt with adolescent girls, conducted sessions on topics like education, nutrition and trained children for skill development

Intern ▶ Ankur Rehab Centre Indore, Rehab Centre | Dec '14 - Jan '15

- Handled case history filing of patients, mental status examination and undertook home visit to understand patient's living condition
- Successfully conducted a session on anger management with alcohol patients

E D U C A T I O N C R E D E N T I A L S

M.A. (Social work) from Indore school of social work, DAVV University, Indore 2015

B.com (Computers) from St Paul Institute of professional studies, DAVV University, Indore 2013

Training Programs: MS Office (Word, Excel, PowerPoint)

P E R S O N A L D O S S I E R

Date of Birth: 17th August 1992

Nationality: Indian

Language Proficiency: English, Hindi, and Malayalam

Visa Status: Spouse Visa