



Jhansi Pinto

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EDUCATION

Post-Graduation in Human Resource Management, School of Social Work, Roshni Nilaya, India, 2011

Bachelor of Commerce – St. Agnes College, Mangalore, India, 2008

CORE SKILLS

Administration
Coordinator
HR Management
Customer Support
Employee Relations
Project Management
Employee Engagement

AWARDS

Principals Role of Honor (2006, 2007 & 2008)
St Agnes College (India)

Certificate of Appreciation from Press Association

Certificate of Appreciation from Mphasis an HP Company
(For best performance in Q1 & Q2) (2012-13)

Won the best team player award multiple times during my tenure with Mphasis an HP Company.

NATIONALITY

Indian

LANGUAGES

English
Hindi
Kannada
Konkani

SUMMARY

Accomplished HR and Administrative Professional with over eleven years of experience in UAE and India. Highly effective and well established in administrative environments that are fast-paced and challenging to achieve business objectives.

PROFESSIONAL EXPERIENCE

TASC Outsourcing, Dubai, UAE

Duration: August 2019 – December 2019

Porsche Middle East, Dubai, UAE

Public Relations Support, Reporting to the PR Manager

- Provide PR support to the Marketing team.
- Investigate customer's problems and find solutions.
- Created media data base of the events organized by Porsche since 2009.
- Researching through various social media sites on information pertaining to the journalists from around the world, media outlets, their current profiles, social handles, followers and ratings for the programs broadcast.

Merck Group, Dubai, UAE

Gulf Coordinator, Reporting to the General Manager, Commercial Division

- Managing all aspects of internal and external meetings for the Business Unit heads and their teams located in different locations.
- Booking flights, arranging for visa's, transport and accommodations, in accordance with the company policies and budget demands.
- Building relationships with vendors, venues, and other industry contacts to craft and implement creative and logistical aspects of all events.
- Finding and booking venues, liaising with Team and suppliers.
- Handling logistics, managing budgets and invoicing. Raising PR's through SAP and getting approvals from Managers based on their cost centers to share with vendors for arranging the meetings and events.
- Implementing and maintaining procedures/administrative systems.
- Collating and filing expenses and uploading in the system.
- Miscellaneous tasks to support managers.

KEO International Consultants, Dubai, UAE

Duration: September 2016 – April 2019

Executive Secretary/Project Coordinator, Reporting to the Project Director

- Assisting the Project Director and Team with daily HR and administrative duties, and completing a broad variety of tasks that include managing an active calendar of appointment; reports; composing and preparing correspondence and compiling documents and reports for meetings.
- Updating timesheets of the team (weekly and monthly).
- Preparing and sending invoices to the finance team before cut-off date.
- Providing administrative and HR support to departments or individuals, and handle information requests.
- Maintain and update the leave tracker for the staff.
- Updating trackers and preparing reports, arrange for outgoing mails and packages to be picked up, manage spreadsheets, prepare confidential and sensitive documents.
- Maintaining office procedures, hard copies and electronic filing system.

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- Recording and preparing the Minutes of Meeting and distributing to the concerned contractual parties.
- Assist Managers and Engineers with drafting letters, reports, emails, memos and project program etc.
- Manage the diaries of the Project Director, including liaising with numerous staffs, clients, and other individuals, and booking venues where appropriate.
- Follow up on tasks defined by the Project Director to ensure that objectives are met within deadlines.

Falcor Engineering and Contracting Services, Abu Dhabi, UAE

Duration: June 2015 – June 2016

Human Resource Officer, *Reporting to the Human Resource Manager*

- Effectively operating the HR function within the business unit, ensuring compliance with policies and procedures. Thus, maximizing the efficiency, effectiveness and end results of recruitment, remuneration, administration and adherence to applicable laws, policies and procedures.
- Reviewing, & implementing HR policies and procedures within the business unit.

Recruitment:

- Posted positions through approved recruitment channels.
- Sourced and Pre-screened all applicants prior to sending them to managers for consideration.
- Promptly corresponded with all applicants, coordinated and conducted interviews.

On-boarding: Coordinating the onboarding process of all new employees ensuring all necessary arrangements are in place, offer letters are generated, visas are processed, paperwork is completed & inductions coordinated in order to enable new starters to effectively carry out their role from day 1 of their employment.

Probationary Review: Coordinating all probationary periods' reviews & annual performance reviews documentation.

Payroll: Effectively process the payroll on timely basis with zero defects.

- Liaising with the administration department for the medical insurance, air ticket issuance and other benefits. Controlling and administering routine processes for the day to day operation of the business.
- Conducting Exit interviews and calculation of end of service benefits.

Mphasis an HP Company, Mangalore, India

Duration: August 2008 – December 2014

HR Business Partner, *Reporting to the Associate Vice- President and Location Leader*

- Managed On-Boarding/Induction Process, Buddy and Induction Programs – Fresher's & Laterals.
- Screened all applicants based on their qualifications, background and as per the requirements.
- Resolving any concerns/issues raised by business related to a recruit.
- Employee-Connect-Cascading information to all the employees on various org policies, refreshers etc.
- Employee Query Management and Grievance handling -Single point of contact for all queries.
- Leading the cultural activities for the site and was the SPOC for the Employee Engagement Team.
- Conducted exit interviews and verified that employment termination paperwork was completed.

Assistant Unit Manager - Operations, *Reporting to the Senior Operations Manager*

- Approval of Rosters and Manpower availability and Requirement charts.
- Recruit and train members for Processes at the TPO level.
- Conduct One on One session with the agents every month.
- Performance evaluation of team members for compensation benefits.

Production Journalist/Transaction Processing Officer, *Reporting to the Unit Manager*

- Sub Editing of Regional, National and International News Papers for Press Association based in UK.
- Editing the listings as per the customers' requirement.
- Uploading features on Lifestyle, Sports, health and fitness on Client website.

TECHNICAL SKILLS

Applications : Adobe InDesign - Version 1 to 6, Quark Express 4.1 & 7, Adobe Photoshop.

Computer Skills: MS Office, E-Finance (Tally 7.2, Peachtree, Dac Easy), PeopleSoft, Oracle HRMS, CRM, SAP SRM.

ADDITIONAL INFORMATION

Gender: Female
Marital Status: Single
Visa Status: Visit Visa

Place: Dubai

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