

Archana Bhaskar



PERSONAL DETAILS

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Address: Abu Dhabi, UAE

Nationality: Indian

Marital Status: Married

Languages: English, Hindi, Tamil

Visa Status: Husband Sponsorship

SUMMARY

HR & Admin Professional with 12 years of extensive experience in Oil & Gas and other entities with specialization in Human Resource Management, Employee Relations, Performance, Office Support & Administration. Possess excellent organizational, interpersonal, oral & written communication skills. In-depth experience in working with software such as SAP ERP, HRMS, RIS, AFU, E-Doc, Citrix Secure Hub, MS Office, Database & spreadsheet management. Adept at handling confidential tasks, making reports & presentations, following up on action items & making office tasks as efficient as possible. Aspiring to work in an organization of repute where my skills and experience can be utilized.

EDUCATION QUALIFICATION

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| 2007-2009 | MBA (HR & Systems) | Madras University, India |
| 2003-2006 | Bachelor of Commerce | Madras University, India |

AREAS OF EXPERTISE

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| <ul style="list-style-type: none">• HR Administration• Employee Communication & Engagement• HR Policies & Procedures | <ul style="list-style-type: none">• HR Operations• Employee Relations• Performance Management• Orientation |
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AWARDS

- **Best Employee (Department)**
2017, ADNOC Refining
- **Winner of the Spirit Week**
2015, Etisalat

COMPUTER SKILLS

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| <ul style="list-style-type: none">• MS Office• HRMS• SAP ERP | <ul style="list-style-type: none">• E-Doc• AFU system• Citrix Secure Hub |
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WORK EXPERIENCE

ADNOC REFINING (ABU DHABI REFINERY DIVISION)

Coordinator (HR & Admin)

June 2016 to June 2021

- Assisting and providing HR & Administrative support to Human Resources, Employee Relations, Administration Services and Performance Monitoring departments.
- Creating and maintaining databases, reports, presentations, and a comprehensive filing system.
- Maintaining Attendance report and monitoring absenteeism, Sick Leave and taking timely action to curb it.
- Management of staff Overtime, Leave, Training, Shift change, status change, performance appraisal etc.
- Handling and processing confidential employee personnel action forms and disbursing the approved forms to the concerned departments and divisions for further action and implementation.
- Collating and computing KPI data for the Employee Relations department.
- Preparing various reports & periodical newsletters for management review & circulation to all employees.

- Scheduling periodic Medical Check-up appointment with Occupational Health Department for employees.
- Preparing & tracking yearly leave plan & periodical On Call Roster for the department.
- Conducting new employee Orientation about the HR policies & procedures and the working system in ADRD.
- Coordinating with Training department to monitor the training progress of the UAE National developpees.
- Maintains digital and harcopy records of all confidential employee personnel files.
- Receiving, reviewing, recording and processing the Education allowance and Air Ticket reimbursement documents and coordinating with Finance division for payment release.
- Responds to HR related inquiries or requests & provides assistance in line with the policies and procedures.
- Coordinating the Invoice payment Certification process to ensure processing of IPCs on a departmental/divisional level without any delay.
- Working on the SAP ERP System to manage the Human Resource.
- Generating and processing contractor Timesheets for approvals.
- Scheduling, organizing and coordinating inter Departmental meetings.
- Drafting & preparing outgoing e-mails, memos, facsimile messages etc.
- Proofreading, recording, & tracking of various documents and processing for approvals.
- Generates IT Service Tickets to resolve system related issues faced by employees.
- Coordinating & making necessary arrangements for farewell and send off of long standing retirees of ADRD.
- Coordinating the VP (ADRD) Townhall events and management of employee grievances.
- Schedule and conduct weekly knowledge sharing sessions for ADRD employees.
- Ensure confidentiality of information and security of critical documentation.

ETISALAT (Global Head Office)

HR Officer

Aug 2014 to Apr 2016

- Playing a key role in managing the outsourced or part-timer staff belonging to the Engineering Department of all regions in UAE.
- Working in close coordination with the Top Management, Section Heads/SPOCs, Vendors & part timer staff.
- Provide administrative assistance and support to the SVP of Engineering Transformation.
- Assist with all internal and external HR related inquiries or requests and respond in a timely manner.
- Support the development and implementation of HR initiatives, systems, processes and guidelines for running of the Part timer model and inclusion of the same in the HR Manual.
- Managing employee relations, including responding to employee grievances and disciplinary issues.
- Providing guidance and support to managers and employees on HR-related matters.
- Drafting and sending out mails for the management.
- Scheduling, arranging, attending meetings, and preparing minutes of meetings followed by circulation of the same.
- Coordinating with various Sections and Vendors for mobilization of staff.
- Negotiating with Vendors to provide better benefits to the part timer staff.
- Liaise with Vendors and ensure compliance with employment laws and regulations.
- Ensuring accurate and proper record-keeping and database management of employee data.
- Invoice certification.

BOARDEX

Research Analyst

Sep 2013 to Feb 2014

- In depth collection, analysis, and integration of information
- Conduct data mining from the web on profiles of various business class individuals.
- Building and refurbishing the database of various profiles.
- Updating Profiles to the application.
- Maintaining updated profiles in the Database.
- Researching, creating, and maintaining Boards and Management profiles for the companies.

ASPIRE DESTIN

Administrative Executive

Jul 2009 to Aug 2013

- Managing the day-to-day office support and administrative duties.
- Welcoming guests and customers by greeting them in person or on the telephone; answering and directing enquiries.
- Managing and maintaining high volume of incoming calls, correspondence and contact with all vendors.
- Managing and scheduling calendar/appointments for the management.
- Monitoring inventory, office stock and ordering office supplies as necessary.
- Preparing and maintaining office expense reports, employee files and processing timesheets for all company employees.
- Maintaining database of clientele and all other project related details.
- Creating and updating records and databases with personnel, financial and other data.
- Submitting timely reports and preparing presentations as assigned.

MAX NEW YORK LIFE

Senior Tele Marketing Executive

Jun 2006 to May 2007

- Actively manage, lead, motivate and develop a team of Tele Marketing Executives and training them to achieve the monthly targets by boosting service revenue and sales figures.
- Manage on-going day to day activities by providing assistance and monitoring team performance through monthly review meetings.
- Ensuring prompt service delivery and effectively resolve issues and escalate feedback to the management.
- Database management and periodic preparation of reports for the management.
- Scheduling business meetings between the corporate clients and the management.
- Train and assist entry-level customer service officers by helping them improve listening skills, communication, and multitasking abilities.
