

# Lavina D'souza

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## **Profile Summary :**

- Dedicated and result-oriented professional with 20+ years of rich experience in executive support, administrative, human resources and IT related tasks.
- Played a diverse set of roles as IT Service Partner for around 15 Corporate departments with approximately 1500 employees. Managed the IT requirements of 8 major HR sectors as HR's IT Partner.
- Optimized full executive support to Senior Management and Chief Information Officer's (CIO) office.
- Managed the HR and Administrative requirements of 100+ Corporate IT employees.
- Projected in assessing and mapping user requirements, translating them into functional specifications and designing customized solutions for the same.
- Supervised and managed major high scale events of the company meticulously.
- Facilitated user training programs for Channel Partners (Classroom and Remote trainings)
- Spearheaded several cross-functional initiatives like – "Women@Work", "Early Response Team (ERT)" "PITSTOP" and "Canteen Committee" in Tata Motors.

## **Key Skills :**

Business Acumen	Time Management	Business Support	Infrastructure Management
Data Management	Problem solving	Multi-tasking	Team Management
MS Office Suite	Communication Skills	Interpersonal Skills	Attention to Details

## **Work Experience :**

### **Senior Manager – IT Operations**

#### **Tata Motors Ltd - April 2019 to March 2021**

- Single point of contact for all IT related requirements (hardware as well as software) for six major offices in Mumbai with around 15 departments and approximately 1500 employees.
- Controlled the IT Infrastructure requirement (Laptops/ Desktops/ Ipads/ VC/ Projectors, etc) for all offices in Mumbai.
- Proactively delivered various application requirement from business team.
- Incident Management – Provided timely support to IT Support team for rapid resolution of high impact incidents / tickets.
- Conducted 100% validation and updation of correct user location, function, Cost Centre, etc from old IT Support tool to new tool.
- Organized regular governance meetings and team review meetings to plan and execute the said requirement in target time.

**Business Relationship Manager (IT and HR)****Tata Motors Ltd - April 2016 to March 2019**

- Effectively acted as liaison between IT and HR and identified opportunities for digital transformation of HR Business Processes in alignment to Organizational strategies and goals.
- Efficiently driven and implemented deliverables as per timelines in co-ordination with cross-functional and multi-departmental teams.
- Coordinated regular governance reviews with various internal teams like Application, Infrastructure, Testing and Product Vendors to ensure timely & effective delivery of IT solutions.
- Monitored User adoption and measured business value realization for deployed functionalities and suggested approaches for improvements.

**Executive Assistant to Chief Information Officer****Tata Motors Ltd - April 2011 to March 2016**

- Conducted extensive business and personal calendar management and inbox management.
- Responded to high volume of incoming telephone calls and emails on behalf of CIO and replied, actioned and maintained as appropriate.
- Administered agenda items, recorded minutes of the meetings and subsequently consolidate and track action items to closure.
- Effectively arranged all travel requirements for CIO (national and international) and accurately processed the travel expense sheet.
- Organizing meetings, conferences, scheduling cross-functional level meetings, arranging audio and video conferencing.
- Effectively manage and provide the HR & administrative assistance to 100+ team members across IT and its Partners.
- Effectively and efficiently manage the annual events of Corporate IT Department. (OUTDO).

**Executive Secretary to Department Head****Tata Motors Ltd – August 1995 to March 2011**

- First point of contact for CRM-DMS application related issues faced by Channel Partner and TATA Motors users.
- Spearheaded multiple calendar management of Head (CRM&DMS) and other Core and Senior team members.
- Coordinating & scheduling meetings with internal & external business associates.
- Arranging various review meetings and preparing minutes of the meeting with regular follow-ups on the same.
- Handling of all administrative & non-administrative claims pertaining to travel / stay, etc.
- Facilitated the on-boarding of new team members and separation of exiting team members with the help of BHR.
- Supported the finance team for budget related facts and documents
- Excellent Data Management of more than 500 dealers across India.

**EDUCATION:**

Jun 2010 – May 2012 :- **Masters** in Human Resources Management from Sikkim Manipal University, India

Jun 1993 – May 1996 :- **Bachelors** in Commerce from Mumbai University, India.