



NISHA NEGI

Brief:

I am coming up with 10+ years of versatile experience in Hotel Housekeeping & Front office operations, Customer Service, HR & training operations, brand building on social media platforms. I have also administrative assistant experience managing office. I have worked with branches, including payroll and human resources, which allows me to facilitate an efficient workflow and improve communications between multiple departments. Expert-level proficiency with Microsoft Office. I have assisted the HR team in driving & hiring the candidates for different positions.

Work Experience:

HR & Admin Officer

7 Strokes Consultancy-SRJ Electricals, Dubai (Financial Centre)

May-Sep 2020

Responsibilities:

- Developing manpower plans for the organisation, keeping track of requirements in accordance to plan and arrange and manage the whole recruitment process.
- Work on Performance Management Specialist on performing job analysis, evaluation
- Issuing appointment letter
- Preparing the Job Description for the employees.
- Responsible for the overall recruitment process
- Posting of job posting on all the platforms.
- In charge of conducting initial interviews and shortlisting candidates in coordination with line managers.
- Responsible for conducting all administrative work regarding scheduling interviews with the hiring team and ensure full participation of the interviewing panel on time.
- Conducting background checks
- Responsible for timely preparation of job offers/rejection letters.
- Facilitates the contract renewals of all staff and ensures that all documentation with regards to renewals is in place.
- Handle all memos relating to HR administration such as confirmation of service, employment contracts, transfers, promotions, resignations, and terminations.
- Timely planning of contract renewals in consultation with line managers.
- Oversee schedules for all executives and manage booking for conference rooms and group workspaces.
- Work with HR department to facilitate recruitment drives, including setting up and running a booth at local career fairs.
- Train new administrative assistant interns in office management procedures and schedule on-the-job mentoring with multiple departments.
- Maintaining the database for hiring new team members.
- Conducting interview-Zoom or in person
- Issuing offer letter to the new hires.
- Posting on social media platforms for hiring the new recruits.
- Driving the hiring & requirement process through different channels at all levels.
- Queries handling related to Leaves, Attendance.
- Preparing Documentation/letters i.e., Offer Letter, Appointment letter, Confirmation letter, Experience letter, & Disciplinary Letter.
- Ensuring all the office supplies are available.
- Ensuring all the office bills are paid on time.
- Birthday Bash arrangement in every month.
- Requisition of stationary required in the department.

- Delivering & conducting New hire orientation for new joiners.
- Maintaining the progressive training plans for the departments.
- Collecting customer feedback.
- Ensuing corrective action is taken on constructive feedback.
- Issuing the office sim card & transport allowance to the team members. Keeping a record of the same.
- Updating the attendance record.



HR & Training Officer

June 2019 –February 2020 Emoha Elder Care Gurugram, Haryana, India

Responsibilities:

- Oversee schedules for all executives and manage booking for conference rooms and group workspaces.
- Work with HR department to facilitate recruitment drives, including setting up and running a booth at local career fairs.
- Train new administrative assistant interns in office management procedures and schedule on-the-job mentoring with multiple departments.
- Maintain and improve online databases of client accounts and external vendors, including updating information when necessary.
- Driving the hiring & requirement process through different channels at all levels.
- Preparing the documentation for the new joiners.
- Driving the on campus & on premises job drives through different levels.
- Conducting job interviews at different levels from recruiting drivers, housekeeping attendants to managerial levels.
- Queries handling related to Leaves, Attendance.
- Preparing Documentation/letters i.e., Offer Letter, Appointment letter, Confirmation letter, Experience letter, & Disciplinary Letter.
- Employee Separation Formalities.
- Birthday List and Community Roaster circulated in all departments.
- Birthday Bash arrangement in every month.
- Requisition of stationary required in the department.
- BQR to be made for the Events.
- Coordination for the Events from the department.
- Entry of Contractual Staff in Time and Salary Management Software.
- Process of Account opening of New Joinees.
- Created a new system for following up with potential clients in an efficient and effective manner.
- Delivering & conducting New hire orientation for new joiners.
- Maintaining the progressive training plans for the departments.
- Delivering the customer centric soft skill trainings.
- Collecting customer feedback.
- Ensuing corrective action is taken on constructive feedback.
- Developing the process for auditing & simulations.
- Monthly Induction training coordination.
- Developing the video training content inhouse.
- Keeping a track of the process being followed.
- Designing & developing the uniforms for the team members.
- Creating Hindi training contents & forms/ formats.
- Meeting/ interacting the clients for feedback.
- Helping in generating the social media awareness about the brand & product.
- Coaching the command & control centre with continuous feedback to the team for taking calls.
- Identify the training need and develop associate capabilities ensuring opportunities for growth at all levels.
- Build a learning organization culture, fostering a healthy climate for career enhancements.
- Develop and integrate the Learning and Development activities.
- Feedback scores & evaluation of NPS for the organization.
- Handling social media platforms of the organization-posting content, generating content to build brand value.

HR & Training Officer

March 2018- May 2019 Radisson Noida Sector 55, Uttar Pradesh, India (Radisson Hotel Group)

Responsibilities:

- Heading HR in absence of HR Manager.
- Taking care for recruitment and retention of staff, Employee engagement.
- Responsible for pre-screening, background investigation and credentialing of new staff members.
- Work with departmental heads to identify staffing needs, and identify hiring potentials based on budget.
- Initiating and conducting all Systematic Pre Opening Training's for all team members.
- Involved in Brand specific trainings.
- Assisting HR Manager with budgets.
- Conducting & monitoring all Online training modules of Radisson and monitoring the implementation of the same.
- Identify the training need and develop associate capabilities at the hotel ensuring opportunities for growth at all levels.
- Build a learning organization culture, fostering a healthy climate for career enhancements and associate aspirations.
- Develop and integrate the Learning and Development activities and plans within the framework of hotel's strategic objectives.
- Responsible for the entire Training cycle within the organization, identification of training needs, preparation and execution of training calendar for the Hotel.
- Plan for and allocate the financial resources for training in the hotel.
- Develop customized training modules and monitor and conduct the planned training programmes.
- Induct, coach and mentor new joiners, reinforcing the initiatives in the hotel through supporting individual and team development, training and experience based learning.
- Cull out the training need analysis from the job chats with employees, prepare training sessions and ensure completion in the given framework of time.
- Monitor the guest satisfaction scores on a daily basis, use data received as a part of guest feedback to tailor make training sessions employee or department specific.
- To ensure college graduates and trainees are provided maximum input and support to understand the functioning of the hotel in an efficient manner.
- Involved in Medallia and NPS ensuring 100% guest satisfaction.
- Conducting Internal QPR audits for the Hotel.
- Responsible for making training budgets for the year and sticking to it with efficiency.



Manager-Training

April 2015-March 2018 Brainplay learning Solution, Gurugram, Haryana

Responsibilities:

OYO ROOM

- Conduct training need analysis.
- Specialises in creating training content for Housekeeping, New Hire Orientation, Grooming, soft skill training
- Develop SOP's & setting Housekeeping standards & further translating the same into training content for OYO town House
- Conduct Train The Trainer training program & certifying trainers
- Develop & set up the Audit process for OYO TOWNHOUSE & FLAHSHP across the country
- Conduct Soft Skills trainings for SPS hospitals
- Process effective trainings to help the origination to achieve better revenues.

- Conduct New Hire orientation Programme for new joiners in various departments at The Claridges New Delhi
- Conduct functional trainings for Housekeeping department to train the entire team on different functional aspects of Housekeeping.
- Conduct generic soft skill trainings for all the major departments.
- Plan and prepare training modules for functional department as per client needs
- Conduct Performance coaching & preparing monthly training reports.
- Conduct Audits for SOPs & training the leadership team.
- Process effective trainings to train the teams on process handling
- Making the PowerPoint presentations for all the training programs
- Part of developing the e-learning training content & hybrid design for the classroom training on a tool called articulate. Incorporated my voice over across the training video.

THE CLARIDGES NEW DELHI

- Conduct training need analysis
- Responsible for training and development needs for Housekeeping, new hire orientation, performance coaching and audits for technical skills.
- Additionally designed and delivered leadership modules at the hotel. Running the leadership trainings at the hotel.
- Develop and integrate the Learning and Development activities and plans within the framework of hotel's strategic objectives.
- Plan for and allocate the financial resources for training in the hotel.
- Develop customized training modules and monitor and conduct the planned training programmes.
- Induct, coach and mentor new joiners, reinforcing the initiatives in the hotel through supporting individual and team development, training and experience based learning.
- Cull out the training need analysis from the job chats with employees, prepare training sessions and ensure completion in the given framework of time.
- Monitor the guest satisfaction scores on a daily basis, use data received as a part of guest feedback to tailor make training sessions employee or department specific.
- Conducting Audits and taking feedbacks to be shared with all on the deviation from standards.

SPS HOSPITALS (APOLLO GROUP), LUDHIANA

- Designed training solutions which involved – training need analysis, content development, training delivery and effectiveness for leadership skills, behavioural skills, customer service and soft skills
- Responsible for the entire Training cycle within the organization, identification of training needs, preparation and execution of training calendar.
- Identify the training need and develop associate capabilities at the hotel ensuring opportunities for growth at all levels.



Assistant Executive Housekeeper

January 2014 – April 2015 Lemon Tree Premier Hotel Gurugram, Haryana, India

Responsibilities:

- Implementing strategic plans in tune with the macro business plans, thereby achieving profitability.
- Looking after the training needs of the department.
- Planning & implementing infrastructure/facilities, renovation, development & expansion in hotels.
- Snagging of the renovated rooms.
- Coordination with the engineering department for monthly TPM.

- Coordinating with vendors for yearly AMC.
- Taking care of the Pest Control at the property.
- Coordinating with purchase and stores department to maintain par stock for smooth operations.
- Taking care of guest needs and daily Housekeeping operations.
- Training the team on different aspects of Minibar handling & maintain the monthly reports on minibar
- Vendor Management.
- Sustaining profitable operations through focus on budget, cost analysis & cost optimization.
- Reviewing the procedure and modifying the same so as to ensure customer satisfaction and smoothening of operations.
- Looking after the Spa.
- Tracking the GSTS scores.
- As a trained departmental trainer I am responsible to conduct trainings for the team members.
- Making PowerPoint presentations for the monthly revenues, operational cost & expenses.
- Making monthly MIS of the Housekeeping department.



Assistant Manager Housekeeping-

July 2012- May 2015 Park Plaza Shahdara, New Delhi, India

Responsibilities:

- Was a pre opening member assisted the EHK with the handover of floors and public areas from Project team.
- Keeping and maintaining all the inventories.
- Maintaining par stock for stores.
- Coordinating with the maintenance department for the monthly TPM.
- Framing of SOP's for the department.
- Upkeep of guest request items
- Training needs of the department.
- Coordinating and managing the events right from conceptualisation to execution.
- Making the monthly MIS



Management Associate

Radisson Blu, Indore & Park Plaza Noida

June 2010-july 2012

- Trained in various sub-departments of housekeeping such as housekeeping desk, laundry, public areas and rooms.
- Got the exposure of working in other core departments of such as front office.
- Reviewing the procedure and modifying the same so as to ensure customer satisfaction and smoothening of the operations.
- Preparing and maintaining relevant documents such as letters, notices and reports.
- Meeting the guests and, taking their feedbacks and tracking down complaints on a monthly basis and analysing the same to identify the reasons for the same and coming up with permanent counter measure so that the guest is not inconvenienced again.
- Understanding the current market situations; providing training to the staff and maintaining the cost according to the desired budget.

Awards & Community:

- Got the Star performer award for service excellence at Radisson Indore.

- Successfully completed Train the Trainer program with Lemon Tree Hotels & Sarovar hotels.
- Has been featured on the training video for the training modules for oyo rooms & emoha elder care.
- Actively organised yoga events at Radisson Noida & Emoha elder care.

Educational Qualifications:

- ✓ Bachelor's Degree in **Hospitality and Hotel Administration** from Institute of Hotel Management Dehradun in 2010
- ✓ Passed **10+2 (CBSE)** from **Sri Guru Nanak Public School, New Delhi** in 2007
- ✓ Passed **10th (CBSE)** from **Dayanand Public School, New Delhi** in 2005

Personal Details:

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