



## SANDHYA RAKESH

Admin & HR Management Professional

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### PROFILE SUMMARY

UAE experienced management professional with over 11 years of functional work experience within diversified industries. Demonstrated competencies in Administration, Operations, Human Resources, Front office, Guest Relationship & Telesales. Very good at organization- customer relation skills among others with the ability to relate to people at any level of business and management; highly ethical, trustworthy, discreet; and client relations. Possess ability to deliver stipulated tasks within the set time frame in a multicultural dynamic business environment. Strategic thinker with excellent communication, problem solving, analytical, decision making, coordination, interpersonal and time management skills.

### STRENGTHS

- ✓ UAE experienced professional
- ✓ Expertise in Administration & HR
- ✓ Strict compliance with set policies
- ✓ Capable to meet tight deadlines & targets
- ✓ Excellent numerical & analytical expertise
- ✓ People Management & team building skills
- ✓ Service Driven-Highly Motivated-Dynamic
- ✓ Adept in customized accounting software

### QUALIFICATIONS

EMBA in Hospital Administration, ISBM, Hyderabad

2018

Bachelor of Commerce, University of Karnataka

2016

### CAREER SNAPSHOT

Admin & HR Manager, SSG Consultancy services (HYDERABAD, INDIA)

Jan 2020 – Present

Admin & HR Manager, COLORLINE PRINTING PRESS & PEACOCK INT'L (AJMAN, U.A.E)

Feb 2017 – Nov 2019

Assistant Manager-CRM FIRST HEALTH DIAGNOSTIC CENTER (HYDERABAD, INDIA)

Jan 2015 – Jan 2017

Assistant Billing Executive, VIJAYA DIAGNOSTIC CENTER (HYDERABAD, INDIA)

Sep 2013 – Jan 2015

Team Leader - BPO, AEGIS Pvt. Ltd (HYDERABAD, INDIA)

Jan 2010 – Jan 2013

### ACHIEVEMENTS

- Gained comprehensive knowledge in understanding the entire flow of business, documentation needs and reporting.
- Performed job excellently and continuously work towards achieving company objectives.
- Showed integrity and strong work ethics in keeping confidentiality in official records as well as flexibility in working well in cross-functional teams.
- Established managerial skills and attained proficiency in analyzing issues in the field of administration and HR operations.

### PROVEN JOB ROLE

#### As an Administrator

- Coordinating office activities and operations to secure efficiency and compliance to company policies and direct reporting to MD.

- Contribute to the overall development of first health diagnostics and its activities.
- Supervising administrative staff and dividing responsibilities to ensure performance
- Managing agendas for upper management.
- Support the Managing Director in the preparation and presentation of reports, proposals, budgets and related activities in servicing and developing contracts and relationships with other vendors.
- Overseeing the migration of all direct communications to lower cost mediums such as SMS and email.
- Maintains the total Record of the company, and maintaining stock of materials and issues as per the requirement.
- Supports internal operational areas.
- Releasing Referral amount to Doctors monthly with doing statements and take caring of their calls.
- Organizing internal meetings attending them and taking minutes.
- Ensure necessary records are maintained that can readily provide current, accurate and accessible information.
- Order and maintain proper inventory levels of medications, controlled substances, diagnostics supplies, equipment's.

#### **As Customer Relationship Manager**

- Planning and delivering CRM strategies across the company encouraging customer retention and customer loyalty.
- Handled Corporate Business Clients and taking caring of MOU between each other.
- Handling smooth way of dealing when comes to customers, also trying to provide best of the services with proper management and planning.
- Working closely with all departments to ensure the CRM works effectively for all aspects of the company.
- Overseeing direct communications with customers through the CRM and encouraging customer retention and customer loyalty.

#### **As Public Relationship Officer**

- Planning, Developing and Implementing PR strategies.
- Maintaining and Updating information on the organization's website
- Managing and Updating information and engaging with users on social media sites such as Twitter ,Facebook and LinkedIn
- Collaborate with internal teams (e.g. marketing) and maintain open communication with senior management
- Edit and update promotional material and publications (brochures, videos, social media posts etc.)
- Organize PR events (e.g. open days, press conferences) and serve as the company's spokesperson
- Prepare and submit PR reports
- Manage PR issue

#### **As Manager HR**

- Plan and coordinate an organization's workforce to best use employees' talents
- Link an organization's management with its employees
- Plan and oversee employee benefit programs.
- Coordinate and supervise the work of specialists and support staff.
- Oversee an organization's recruitment, interview, selection, and hiring processes
- Handle staffing issues, such as mediating disputes and directing disciplinary procedures &Salary Preparations.

## IT SKILLS

- Proficient in customized accounting packages: Tally Erp-9,
- Adept in MS Office (Word, Advance Knowledge of Excel, PowerPoint, Outlook), E-mail & Internet applications

## PERSONAL DETAILS

Nationality	:	Indian
Date of Birth	:	22-Oct-1990
Marital Status	:	Married
Visa Status	:	Visit Visa
Languages	:	English, Hindi, Telugu, Malayalam & Tamil
Passport No	:	P 6657412

## REFERENCE

Will furnish promptly upon request.