

## **FATHIMA SHAH**

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Sharjah, UAE

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**CAREER OBJECTIVE:** To gain knowledge and understanding functional aspects of the organization by building reputation and gaining respect through my contribution to the organization.

**PROFESSIONAL SUMMARY:** Skilled HR professional with 5 years of rich and progressive experience in end to end HR operations. Good at Sourcing, Vendor Management, Recruitment, Onboarding, Performance and Compensation Management, Payroll Processing, Incentive Management and also conducted various Employee Engagement & Employee Retention Programs. Seeking a new professional challenge with the opportunity to advance in Human Resource Management. An year of experience in Accounting with comprehensive knowledge about Auditing and Accounting Principles , Account Receivables Account Payables (ARAP), General Ledger Maintenance, Taxation Issues, Regulatory Compliance, Guidelines and Vendor Invoicing.

## **SKILLS**

- ✓ High level of competency in MS Word, Excel and PowerPoint.
- ✓ Dedicated and committed professional with the ability and willingness to learn new things.
- ✓ Good communication and interpersonal skills,
- ✓ Have excellent negotiation and convincing skills.
- ✓ Good listener
- ✓ Team player
- ✓ Customer service skills.
- ✓ Possesses good problem solving skills, ability to meet deadlines, adaptable to various conditions, self-starter and works on multiple requirements.

## **CAREER HISTORY**

### **Gems Westminster School, Sharjah, UAE**

**Duration** : Jan 15<sup>th</sup> and continuing.

**Designation:** Learning Support Assistant

### **Cognizant Technology Solutions, Infopark Cochin**

**Duration** : July 2016 - December 2018 **Designation**  
: Senior process Executive

#### **Responsibilities:**

- ✓ Handling end to end HR Operations right from Background Verification, Staffing, Recruitment, selection, conducting Induction programs, On boarding, Performance and Compensation management, Payroll processing, Leave management and also conducting Employee Engagement and Employee Retention Programs.
- ✓ Respond to employee queries received through inbound calls, documenting the same and following up with the requestor until the issue is resolved.
- ✓ Handling employee grievances and complaints
- ✓ Preparing weekly and monthly reports.
- ✓ QA / QC of team members.

### **NGA HR India Pvt Ltd, Infopark, Cochin**

**Duration** : October 2013- May 2015  
**Designation** : Payroll Associate

#### **Responsibilities:**

- ✓ Payroll processing and Time keeping
- ✓ Leave management: Sick leave, Maternity and Paternity
- ✓ Incentive and Time Calculation
- ✓ Writing and documenting reports, documents and spreadsheets

### **EXL services, Infopark, Cochin**

**Duration** : 2 months temporary project.  
**Designation** : Trainee Associate

- ✓ Financial Reporting and Analysis.
- ✓ Data processing.

### **Gets Shoppe & Exim Pvt Ltd.**

**Duration** : July 2013- September 2013.  
**Designation** : Accounts Assistant

- ✓ Preparing Financial Reports
- ✓ Budget Management & Forecasting.
- ✓ Accounts Receivables & Payables (AR/AP).

- ✓ Tax Preparation
- ✓ Payroll Processing
- ✓ HR Management & Report Generation.

## **EDUCATION**

Master's in Business Administration (Finance& Marketing) from Albertian Institute of Management (M.G University) with an aggregates of 70%.

Bachelors in Commerce (Computer Application) from Marian college, Kuttikanam, (M.G University) with an aggregates of 74%.

Higher Secondary, CBSE with an aggregates of 86%. High school, CBSE, with an aggregates of 65%.

## **ACHIEVEMENTS**

- Won SPOTLIGHT Award twice at Cognizant for exemplary focus on performance excellence.
- Streamlined a new process in the project at Cognizant that could save a lot of time and money and which was greatly appreciated and rewarded by the top management.
- Hitting a company target by resolving 90% of customer's complaints within the SLA (Service Level Agreement).
- Subject topper in business studies for 12<sup>th</sup> board exam.
- IELTS score overall 7.
- Secured Advanced GST Practitioner Certificate.

## **PERSONAL DETAILS**

<b>DOB</b>	: 27th March 1990
<b>Marital Status</b>	: Married
<b>Gender</b>	: Female
<b>Nationality</b>	: Indian
<b>Mother Tongue</b>	: Malayalam
<b>Visa</b>	: Spouse visa