



TRACY ANN DMELLO

*Available to join immediately / On Spouse Visa – 02/2024

PROFILE

15+ Years of Professional Experience

Client Management - 4Yrs

Secretarial - 2Yrs

People Management - 7Yrs


Recruitment - 8Yrs


HR Operations - 9Yrs

Administration - 4Yrs


"Passion, dedication and attentiveness are traits that I believe most reflect me as an individual".

PERSONAL INFO

 +971-581181325

 graham.tracy10@hotmail.com

 Dubai Silicon Oasis – Dubai

 Date of Birth: 14/12/1987

 [linkedin.com/in/225810](https://www.linkedin.com/in/225810)

EDUCATION

Masters Organizational Psychology & HRM – IoBM - 2019

Bachelor's in Arts – University of Karachi - 2011

Intermediate – Trinity Degree College Karachi - 2006

Schooling - St. Patrick's Girls High School - 2004

WORK EXPERIENCE

Recruitment Business Manager – Business Umbrella

Jan 2021 - Present

Communicate with clients to get a clear view on their hiring needs and organizational goals.

Build long-term client relationship in Saudi/Qatar and UAE.

Research into competitors and market place.

Define job description and document specifications.

Identify prospective candidates using a variety of channels.

Conduct confidential interviews.

Present detailed candidate profile summaries.

Talent Manager - Starcom Pakistan (BCP)

Aug 2018 – Dec 2020

Client Management – Recruitment - HR Operations - Payroll

Management - Performance Appraisal Management -

Employee Engagement Activities - Training & Development -

Employee Grievance Handling - Project Management.

AM Talent Acquisition - ePlanet Communications Pakistan

Apr 2017 – Dec 2017

University recruitment drives and open house sessions –

Managing the orientations and on-boarding

Interviewing & Recruiting (Customer Service Agents / Subtitle

Editors) - Coordinating all recruitment related processes.



TRAININGS &

CERTIFICATES

2019 – Certified NLP Practitioner.
2016 – Emotional Intelligence Workshop.
2015 – Competency Based Interviewing Skills.
2015 – Advance Presentation Skills.
2015 – Mind Mapping.
2014 - Leaders Build Leaders.
2014 – Stakeholder Leadership.
2013 – HR Operations Masterclass.
2013 – Advance MS Excel.
2007 – Basic Security Orientation.



LANGUAGES

English
Urdu
Hindi

Talent Manager – Brainchild Communications Pakistan

Sep 2012 – Jan 2017

Liaison and coordinate with group company vendors and HR Operations (Pakistan/Bangladesh) - Attendance Management (Pakistan) - Payroll Management (Pakistan/Bangladesh) - Performance Appraisal Management (Pakistan/SriLanka/Bangladesh/Myanmar/Dub ai) - Employee Engagement Activities (Pakistan) - Insurance Policy (Pakistan).

Executive Assistant / Receptionist - Li & Fung Pakistan

Oct 2011 to Jun 2012

Handling PABX - E-mails - Communication with vendors including Office stationery, printing etc. - Handle Monthly Billing i.e. TCS, DHL FEDEX etc. - Filing both manually and on EXCEL and Office Word. Scheduling Meetings- Reservations for Guests i.e. Hotel Arrangements, Rent a Car, Travelling etc. - Coordinate along with Admin responsibilities.

Secretary / HR Officer - Pharmatec Pakistan

Nov 2010 to Jul 2011

Innovate and implement best practice in the management of Human Resources. Recruitment – hiring and on boarding. - Confirmations. - Exits / Resignations. - Internship hiring. - Attendance. - Services letters, other correspondence. - Updating records – headcount, extension list, etc - Overtime process. - Organizing and booking meetings – Managing travel arrangements – Handling correspondence directed to MD. Keeping track of the MDs calendar and clientele.

Administration / Front Desk Officer – Mobilink

August 2006 to October 2010

Greeting customers and employees – Vendor management - Keeping a vigilant eye on security devices CCTV – Fire Extinguishers etc - Recording of inventories moving In and Out of the office premises. Hotel & travel arrangements.

SKILLS

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|---------------------|--------------------------------|
| - Communication | - Global Client Management |
| - People Management | - HR Operations |
| - Recruitment | - Employee Engagement |
| - Secretarial | - Coaching & Counselling – NLP |
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