

POOJA PATOLE

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Address - Rashid Tower

Sharjah, UAE

SYNOPSIS

Over 15 years of multi-functional experience across HR, Facility Management, Events, Hospitality and Travel Management.

Industries worked for:

- ✓ Oil & Gas
- ✓ IT (MNC)
- ✓ Media House
- ✓ Luxury Hotels

CAREER HISTORY



Role - Specialist HR, GCC at GP Global Nov 2018 – To date LAE



- Ensure smooth functioning GP World -Intranet Portal
- End to end Onboarding and offboarding of employees
- Organizing Employee Engagement activities
- Organizing and maintaining personnel records of all employees
- Process employees' visa, health insurance & booking airline tickets and hotel accommodation
- Ensure smooth functioning of Payroll module by providing attendance/leave data to payroll team
- Recruitment & Retention
- Implementation of new HR policies, procedures, and processes
- Manage all employee queries and grievances in a timely and mature manner.
- Answer employees' queries about HR-related issues
- Learning and Development Organizing webinars
- Maintaining calendar schedule of Global Head of HR



Role - Senior Specialist, Xoriant Solutions Pvt Ltd Nov 15 –May 18 Mumbai

- Xoriant is a Silicon Valley based product engineering, software development and technology services firm with offices in the U.S., Europe and Asia
- End to end HR & Admin Role
- Recruitment
- Employee Engagement activities. Annual Event Management
- Client Management

Key Highlights:

Had organized Annual Event JASHN for the company which includes finalizing the Venue/Catering/Decoration and Vendor management for approx. 1000 Employees along with their families. As I had done the end to end task with great dedication, I was been rewarded with an STAR award.



Role -PMO -Admin & HR - Capgemini July 13 -Nov 15 Mumbai

- Capgemini SE is a French multinational professional services and business consulting corporation headquartered in Paris; France total employee strength of the company is 98,800.
- Service Reporting, PMO, Administration and Governance -One of the largest Project "BAYER
- Prepare Monthly Service level reports and Weekly Operational reports as agreed with stakeholders
- Off-boarding & On Boarding of resources in Team Forge Application
- Prepare the presentations for Higher Management Committee Meetings
- Supervising day-to-day activities of all employees
- Conduct knowledge sharing sessions within team and across Business
- Quality check on the artifacts/Tickets submitted in Employee Master & Mobility Tracker
- Taking care of all end to end requirements for Client visit requests
- IBX & GPOC Requests for procurement
- Laptop and Desktop requests
- Seat Utilization Tagging requests
- Complete HR & Admin Activities for On shore and Offshore resources

Key Highlights:

- ☐ Organized a Football match between Leads working for the project in Mumbai and Leads working in Germany Bayer this unique event got me a small interview for a testimonial in our company Newsletter that was circulated across PAN India and to clients.
- ☐ Presented a Six Sigma case study to ease the process of On-boarding and Off-boarding of employees, which was them put into production by our SharePoint team who created a Portal "I-Board".



Dainik Bhaskar

Role - Senior Executive – HR & Admin – Dainik Bhaskar 🗀 Sep 11 –July 13 🎤 Mumbai

- D B Corp Ltd., informally known as the **Dainik Bhaskar** Group, is India's largest newspaper group with 66 editions published in 4 languages, trusted by 4.4cr readers (IRS Q4,2012) across 12 states.
- Complete Administration for the 6th Floor at Dainik Bhaskar where the Chairman, Managing Directors are located
- HR functions broadly include Recruitment and Resourcing, training and development, performance setting and measurement & employee welfare and statutory compliances.
- Designed and maintained an effective sheet that helped keep record of AMC of suppliers, invoice records, renewals, and their payment tracking.

Bank of America ***

Role - Team Developer (Travel and Admin) - Bank of America April 08 –Sep 11 Mumbai

- Bank of America Corporation is a multinational banking and financial services corporation headquartered in Charlotte, North Carolina, United States. It is ranked 2nd on the list of largest banks in the United States by assets
- Redefined the travel policy wherein tremendous coordination was required with their finance team and other policy stake holders
- Developed relationships with Amex and FOREX team helped to generate Corporate Card promptly and also provided FOREX services to employees while in the timelines.

- Capture data and generated MIS reports
- Have had experience in organizing conference and have catered to the International delegates.



Role -Guest Relationship Executive -Taj Mahal Palace & Tower Cot 06 –Feb 08 Mumbai

- The Taj Mahal Palace opened in Mumbai, then Bombay, in 1903, giving birth to the country's first Harbour landmark. This legendary luxury hotel has played host to kings, dignitaries, and eminent personalities from across the globe, and is acknowledged as a world leader in hospitality.
- Guest relations and assisting all premium profile members of chambers
- Was responsible to assist all high-profile guests and have managed their Customer Centric operations & ensured complete Customer Satisfaction by achieving delivery & service quality norms at Taj Hotel.
- Contributed to the Business Department by ensuring that the operational standards are followed such as maintaining the Guest history system and updating all Members profiles.
- Handled Client grievances effectively by empathy and providing prompt resolutions.
- Good relationship with department supervisors like Food & Beverage, Housekeeping helped to ensure client support promptly.
- Have been proactive and ensured all the special request amenities required by our client are available in the respective meeting rooms

ACADEMIC CREDENTIALS

- Diploma in Aviation Hospitality and Travel Management from Frank Finn Institute
- Currently pursuing MBA
- Bachelor's in commerce from Bundelkhand University '08
- Six Sigma Yellow Belt Certified

EXTRA CURRICULAR ACTIVITIES

□ Played Inter-School Cricket matched

☐ Inter-College Football match

HOBBIES

Listening to Music, Painting

PERSONAL PROFILE

Languages Known: English /Hindi/Marathi

References: Shall be furnished on request