



## ASHLIN JOSE

### HR/Admin Officer and IT Coordinator

Multi-talented, Dedicated and results-oriented HR Officer with 4 years of experience in human resources management. Proven track record of implementing effective HR strategies to enhance organizational performance. Skilled in recruitment, employee relations, training and development, and policy implementation. Adept at fostering positive employee relations and ensuring compliance with employment laws and regulations.

## WORK EXPERIENCE

### ○ HR/Admin Officer and IT Coordinator

**Kleev Middle East FZE, Dubai** 10/2021- Present

#### *Achievements/Tasks*

- Manage full-cycle recruitment process, including job postings, candidate screening, interviewing, and onboarding, resulting in a 20% reduction in time-to-fill vacancies.
- Developed and implemented HR policies and procedures to ensure compliance with labor laws and company objectives.
- Conducted employee orientation and training sessions to ensure employees have a clear understanding of their roles and responsibilities.
- Maintained accurate records of employee attendance, performance, and disciplinary actions.
- Coordinated and conducted employee performance evaluations and developed action plans to address areas needing improvement.
- Administered employee benefit programs and provided guidance to employees regarding benefits and eligibility.
- Resolved employee relations issues and served as a mediator between employees and management.
- Coordinated recruitment efforts, including sourcing candidates, screening resumes, and conducting interviews.
- Developed and maintained job descriptions for all positions within the company.
- Managed employee database, ensuring accurate and up-to-date employee records.
- Diverse background in auditing and documentation for ISO, QMS and EX Systems.

### ○ HR and Social Media Marketing Manager

**SuperMom private.Ltd** 06/2019-09/2021

#### *Achievements/Tasks*

- Assisted with recruitment efforts, including posting job openings, scheduling interviews, and conducting background checks.
- Maintained accurate records of employee attendance and time off requests.
- Coordinated employee onboarding and orientation.
- Assisted with the administration of employee benefit programs, including enrollment and eligibility verification.
- Responded to employee inquiries regarding company policies, procedures, and benefits.
- Conducted exit interviews and provided feedback to management to identify areas for improvement.
- Assisted with the development and implementation of HR policies and procedures.
- Create Advertising campaign
- Manage and maintain social media accounts, creating and curating engaging content to build brand awareness and grow the online community.
- Understand your audience - parents, caregivers, and families. Identify their needs, preferences, and challenges to tailor the products familiar.
- Monitor social media trends and customer feedback, responding to comments and inquiries promptly.
- Use website analytics tools to track performance and identify areas for improvement.

## SKILLS

- Recruitment and Selection
- Employee Relations
- Performance Management
- Policy Development and Implementation
- Benefits Administration
- Compliance and Employment Laws
- Email Marketing
- Social Media Marketing (SMM)
- Proficient in HR(ERP) software and systems.
- Excellent communication skills, both verbal and written.
- Demonstrated ability to handle confidential information with discretion.
- Excellent problem-solving and decision-making skills.
- Strong attention to detail and ability to multi-task

## ACADEMIC CREDENTIALS

MCA (Masters in Computer Application) (2019)  
*Bharathiar University , Coimbatore India*

BCA (Bachelor in Computer Applicaton) (2017)  
*Bharathiar University , Coimbatore India*

## PROFESIONAL CERTIFICATION

- Certification in Digital Marketing
- Certification in Bootcamp Azure

## PERSONAL DETAILS

<b>Date of Birth</b>	14-04-1995
<b>Gender</b>	Female
<b>Nationality</b>	Indian
<b>Visa Status</b>	Sponsor Visa (Till 05/2025)

## LANGUAGES

English	<div><div></div><div></div><div></div><div></div><div></div></div>	Malayalam	<div><div></div><div></div><div></div><div></div><div></div></div>
Hindi	<div><div></div><div></div><div></div><div></div><div></div></div>	Spanish	<div><div></div><div></div><div></div><div></div><div></div></div>

## REFERENCES

Available upon request