ANGELA FRANK ANTHRAJAN 

**Worked with**: Paper Vantage Point Pvt Ltd

**Position:** Assistant Manager HR and Admin

**Email:** [angela.anthrajan@gmail.com](mailto:angela.anthrajan@gmail.com)

**Contact number**: **0545673384**

**Looking for position as**: HR and Admin-for any profile

**Experience:** 12 years

**STRENGTH**

* Capable of working under pressure and meeting deadlines as scheduled, with quality in Office Operations.
* Good in Professional Communication & Co-ordination. Diligent and Hard Working.
* Excellent grasping skills.
* Good in verbal and phone etiquette skills.
* Ability to work independently under little guidance on several tasks simultaneously

**PERSONAL DETAILS**

* Date of Birth: **2ND Sep 1989**
* Passport No. : **Z4899709**
* Date of issue: **06/04/2018**
* Date of expiry: **05/04/ 2028**
* Visa: **Visit 90 Days**
* Marital: **Single**
* Nationality: **Indian**
* Religion: **Roman Catholic**
* Gender: **Female**
* Languages Proficiency: **English, Hindi &Tamil**

**WORK EXPERIENCE**

**COMPANY NAME: FLC Logistic- Dubai** (**November 20 till date)**

Title: Admin cum sales Assistant

Department: Admin

FLC is Leading Freight and Logistics company having office and warehouse in Dubai airport free zone we tailor made services to our clients import, export

* Checking distributor payments
* Proper documentation to done and submit it to the customs team to check with the logistics team for the good to be shipped out at the given date
* Handling of record procedures and training new staff educating them about the software input & output, transit in & out and internal transfer within free zone.
* Handling of internal phone calls & Email enquires
* Liaison with overseas distributors/ offices and handling operation matters  
  Support sales and marketing department to submit the daily, weekly and monthly report
* Generating of reports for all the team
* Managed daily administrative duties Ordered all office equipment and supplies from vendors for various business-related work.
* Collect and approved most employee documents, such as travel expense, reports, time sheets and scheduled time-off requests & reimbursement.

**COMPANY NAME: Paper Vantage Point Pvt Ltd Mumbai India** (1st June 2019 – August 20)

Title: Assistant Manager HR and Admin

Department: Human Resources & Admin

* Handling End to End recruitment process of Non-IT Positions for juniors and Middle Levels.
* Drafting job descriptions for openings and post the same on various post portals in company website and social media page.
* Pre-selection of applications, coordination and scheduling for interviews.
* Responsible to source suitable candidates through Job portals such as Naukri, Indeed, Monster, LinkedIn etc. by short listing them on the basis of their skills , Experience, & Qualification.
* Completing of the joining and exit formalities of employees. Preparing and rolling out offer letters, employment forms, employee contracts, appointment letters, relieving letters, enable a feedback session etc
* Explaining new joiners on various HR Policies, benefits of the company
* Conducting exit interviews and completing the clearance process from all department before the full & final settlements.
* Before releasing of appointment letter do the background verification, Police verification, if required as per job profile demand.
* Cross check the papers presented by the prospective employee with the original documents.
* Issuing Official email id, ID card, Visiting Cards, etc of new joiners.
* Manage annual salary planning a process including market research and compensation recommendations.
* Work with the Performance Management Team to check the performance score of individual employee and if required to put on PIP for better performance.
* Investigate and resolve all employee complaints, issues and concerns regarding employment practices, working conditions, disciplinary actions, etc. and help them to resolve these in a peaceful and satisfactory manner while maintaining utmost confidentiality.
* Assist with complex worker’s (Labors) compensation, leave of absence and accommodation issues.
* Assist in all compensation & benefits matters.
* Maintains all employee records such as attendance, Leave Planner, and absenteeism records and prepare salary sheet to process the salary.
* Developing employee engagement programs to improve the employments level in the office like conduct monthly HR meeting with all employees, one to one interactions, administered a welcome mail policy to all new joiners and a good bye mail of relieved employees. etc.
* Taking charge to organize various events in the office time to time like Employee Birthday celebration, Festival Celebration, Arranging Theme days, etc.
* Coordinating with Accounts team keeping track on current legal matter attend the Court on behalf of the director and keep him posted.
* Managed daily administrative duties Ordered all office equipment and supplies from vendors for various business related work.
* Collect and approved most employee documents, such as travel expense, reports, time sheets and scheduled time-off requests & reimbursement.
* Overseeing all administrative functions i.e (shuttle bus, car management, cafeteria, cleaning, security, work order management, survey…etc) and related business function (space planning…etc) also Set up travel arrangements, itineraries, airline, Train reservations and hotel accommodations to be done.
* Handled office cash receipts and petty cash drawer.
* Pro-actively work to ensure the administration team deliver day to day administration enquiries and requests within required time frames, answering phones, taking memos and maintaining files alsoin charge of sending and receiving correspondence, as well as greeting clients and customers.
* Coordinating with clients via email/telephone and maintaining diaries and arranging schedule preparing itineraries for the Managing Director.

**COMPANY NAME: Montage Innovations Pvt Ltd** **Mumbai India** (10th Aug 2015 – Feb 2019

Title: HR and Admin Executive

Department: Human Resources

* Responsible to source suitable candidates through Job portals such as Dubizzle.com, Indeed.com etc for the company by short listing them on the basis of their skills and qualification
* Coordinating with clients via email/telephone and maintaining diaries and arranging daily schedule for the Managing Director (set up meetings, itinerary, speaking engagements)
* Responsible assigning work to administrative staff instructed by the Managing Director
* Responsible for maintaining personal files of the employees
* Responsible for preparing Appointment/Offer Letter/Experience letter/Relieving letter
* Performing other administration duties and generating reports as assigned by the Managing director, maintaining Attendance and Biometric Records for the employees staff

**COMPANY NAME: Tech Mahindra Ltd Mumbai India** (Dec 2012- Aug 2015)

Title: Customer Relations Advisor

Department: Customer service

* Solving queries, attending incoming & outgoing calls for UK customers.
* To maintain verbal, phone etiquette skills and be responsible with regards to technical knowledge enhancement through the given resources.
* Providing suggestion about phones, packages and various network offers
* possess strong knowledge of client products, product entitlements
* To be exemplary customer service focused with communication skills and aid client queries.

**COMPANY NAME: Colvil Banks Mumbai India** (June 2010 - Aug 2012)

Title: Senior Researcher

Department: Human Resources

* Assisting the Account Key Manager during recruitment process
* Head Hunting
* Performing initial round of interviews and telephonic reference check before DOJ
* MIS: Preparing reports on the number of closure, internal movements, and offer decline numbers to ensure the flow of work to reach the aspire rates. Sending weekly, monthly and quarterly headcount and hiring report
* Briefing about company background/ mission/ vision

**COMPANY NAME: Epicenter technology Pvt. Ltd Mumbai India** (Nov 2008- May2010)

Title: Customer Relationship Associate

Department: Customer service

* Solving queries, attending incoming & outgoing calls for US customers.
* Provide quick resolution to their queries on billing amount and assisting them to make the payment on speculated time frame.

**EDUCATIONAL QUALIFICATION**

* High School Certificate Examination passed Mumbai 2005-2006
* Higher Secondary Certificate Examination passed , Mumbai 2007-2008
* FYBA from Mumbai University passed in year 2018-2019

**SKILLS SET & SOFT SKILLS**

* Proficient with MS Office tools such as Excel, Word, & Power Point (Basic) Operating System: Windows 98, 2000, Windows XP, Windows 7, 8 & 10
* E-Mailing tools: MS Outlook, Yahoo and Gmail. Networking Skills: LinkedIn, twitter.com Naukri & Monster
* Comprehensive knowledge on HR Competencies like Recruitment & Selection, Talent Acquisition, HR Leave & Attendance Management, Employee Induction, Employee Engagement, Employee Grievances.
* Self-motivated and adaptable