

RESUME

Shabnas Begum

HR cum Admin Assistant &
Retail – Operations



Personal Info

Address:
Dubai, U.A.E.

Phone
+971-527576458

Email
shabna.saara@gmail.com
pradeesha0509@gmail.com

HR cum Admin assistant with 3 years of experience on providing support to management & employees, assisting in daily office needs and managing our company's general administrative activities. Showroom Manager (Retail) with 5 years of experience in customer service over voice call process and in direct showroom. Looking for a challenging position with opportunities to enrich my knowledge and skills while contributing my best and dedicate myself towards the growth of the organization.

Professional Experience

Oct 2019 to Feb 2021

Blue IT Solutions as HR cum Admin Executive

- Responsible for managing all HR operations and strategies within the company.
- Maintain employees' personnel files and records.
- Modernize organizational/departments chart.
- Customize work structure by updating job requirement and job specs for each position.
- Implantation of policies, procedures & grading structure.
- Process of all new hires, benefits orientations, termination and payroll paperwork ensuring compliance with applicable laws & regulatory mandates.
- Issuing of all staff offer letters and increments as per authority matrix.
- Responsible for prepare & process of Office Memos.
- Thorough experience on preparing Offer Letters, Joining formalities, Duty Resume, Warning, Suspension / Termination, Salary and all other Letters /NOC's & Memos.
- Transfer of staff internally.
- Evaluation of new staff before completion of probation period, in coordination with Department Managers.
- Preparing Statistical & Analytical reports.
- Tracking attendance, maintaining leave records & other payroll related records.
- Handling all the Admin Works, Responding staff queries on related matters.
- Monitoring and maintaining office equipment, inventory supplies; orders replacement supplies as needed
- Answer queries by employees and clientele.
- Maintaining official documents.
- Maintaining a company calendar and schedule appointments.
- Book meeting rooms as required, Arranging travel and accommodations, Schedule in-house and external events.
- Responsible for employee management activities (attendance, leave pay, incentives, OT& soon)
- Handling full and final settlement of the employees.
- Accountable for departments' enquiries/assistance.
- Responsible for agendas, minutes & so on.
- Handling all incoming and outgoing telephone calls.

Personal Skills

Hard working with Self confidence

Adoptable to new environment

Energetic and extrovert

Good communication skills.

To be an asset to the organization I serve
People Management

Problem Solving

Optimistic Thinking

Self - Taught

Management Skills

Desire to Grow Professionally with enthusiasm for continuous learning

Meeting Objectives

Managing Changes

Email Management

Aug 2018 To Sep 2019

Admin Executive - Zuhana Exports Ltd

- Interacting and Liaisoning with the Executive staff members
- Was in charge for following up towards getting new orders / new clients arrangements
- Successfully participating in the marketing campaigns while need arises.
- Handling office tasks, such as filing, generating reports and presentations, and setting up for meetings.
- Providing real-time scheduling support by booking appointments and preventing conflicts.
- Making travel arrangements, such as booking flights, cars, and making hotel and restaurant reservations.
- Screening phone calls and routing callers to the appropriate party.
- Maintain polite and professional communication via phone, e-mail, and mail.

Feb 2016 To Jul 2018

Store Manager - Bharti Airtel Ltd, Customer Service & Store Handling

- Need to handle a Team size of 15 to 20 members
- Responsible for their individual performance in giving best service to the customers and converting for sales
- Need to coach them on increasing their skill for next level by giving initiatives
- Responsible for Store performance on both sales and service parameters
- Need to achieve the given KPI's as a team
- Responsible for store growth in revenue parameter by month on month by getting sales increase through the best service
- Responsible on achieving store SSG compared to Last year

Jan 2013 To Jan 2016

Team Leader - Bharti Airtel Ltd, Customer Service

- Handling customers directly & need to solve their queries with loyalty and polite
- Complete the sales target within given timeline on a weekly basis
- Responsible for store sales and service performance in the absence of my store manager
- Supportive to my Store manager for P&L revenue of store

Feb 2008 To Apr 2009

Jupiter Trans World in Officer – Medical Transcriptionist

- Listen to the recorded dictation of a doctor or other healthcare worker
- Interpret and transcribe the dictation into patient history, exam notes, operative reports, referral letters, discharge summaries, and other document
- Review and edit drafts prepared by speech recognition software, making sure that the transcription is correct, complete, and consistent in style
- Submit health records for physicians to approver
- Follow patient confidentiality guidelines and legal documentation requirements
- Enter medical reports into electronic health records (EHR) systems
- Perform quality improvement audits

Technical Skills

Microsoft Office Suite, including Word, Outlook, Excel, and PowerPoint

Adobe Photoshop, Premier Pro & After Effects

Certified in TTT (Train the Trainer) and Recruiting Talent Acquisition & Hiring (2020)

Career Achievements

Won the PAN India Best CRO for Mystery Audit on 2013, 2014 & 2015.

Awarded for Best Team Leader in KTN circle on 2016.

Passport & Visa Details

PP No: R8593710
Nationality: Indian
PP Valid till: 04/03/2028

Education

2019 To 2021
MBA - HRM (Alagappa University)

2015 To 2018
B.Sc. Computer Science (Bharathiar University)

2005 To 2007
HSC in Sri Shanthi Vijaya Hr. Sec. School, Coonoor.

Personal Profile

Father Name : Taj Ahamed
Sex : Female
Date of Birth : 06th Feb 1989
Marital Status : Married

LANGUAGES	UNDERSTANDING			
	LISTENING	READING	SPEAKING	WRITING
URDU	Expert Level	Expert Level	Expert Level	Entry Level
TAMIL	Expert Level	Expert Level	Expert Level	Expert Level
ENGLISH	Expert Level	Expert Level	Expert Level	Expert Level
HINDI	Expert Level	Entry Level	Expert Level	Entry Level
MALAYALAM	Expert Level	Entry Level	Expert Level	Entry Level

Declaration

I assure that the above stated information is true to my knowledge and if given an opportunity will be exhibit my best creative efforts at all times.

Date:

Regards,

Place: Dubai

Shabnas Begum