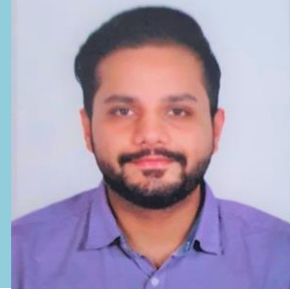


Kush Rai Agnihotri

Location – Bahrain

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Postgraduate in 'Human Resource Management' from Symbiosis Pune, India.

Graduate in 'Business and Finance' from Heriot Watt University Dubai Campus.



Profile Summary

- **3 years** of experience in “**Human Resource management**” with **Hospitality Industry - Bahrain**.
- Working in **Americana - Bahrain** since April 2018. Covering nearly **70 restaurants with 1000 staff**.
- Handling portfolio of restaurants like **KFC, Pizza Hut, TGIF, Hardee's, Krispy Kreme Donuts** etc.
- Internship programs / contractual assignments in ADNEC, Dubai Shopping Festival, Jotun etc.
- Born & raised in Dubai, well versed with GCC culture & **Arabic** speaker (Conversational, Read & Write).
- **Team lead** for implementing **HR – ERP solution** at Americana Bahrain Branch with external consultants.

HR & Learning Development

~ Hiring & Separation
~ Trainings
~ Payroll
~ Performance Management

Compliance & Liaison

~ Labor Laws
~ Visa processing
~ Licenses & permissions
~ HR Policies & Procedures

Governance & Administration

~ HR Investigations.
~ Accommodation mgmt.
~ Event management
~ MIS & reporting



Work Experience

Americana - Bahrain & Kuwait Restaurant Company Bahrain – Country Office

April 2018 to present

Responsibility : HR Administrator - Bahrain Operations.
Reporting to : Country HR Head
Portfolio Handling : **KFC, Pizza Hut, Hardee's, TGIF, Krispy Kreme Doughnuts etc. plus Americana Call Centre & Warehouses.**
Staff strength : **1000 staff in 70 restaurants across Bahrain.**

KEY RESPONSIBILITIES:

✓ Hiring, Visa, Training & Separation process

- Handling hiring process viz. employees onboarding joining formalities (employee file, coordination with PRO for employees' visa process etc.).
- Organize and coordinate to conduct orientation programs with business process owners.
- Conduct training to educate the employees with company's policies.
- Handle Resignation & Termination Process activities including Exit interview.

✓ **HR activities & Performance management (KPIs)**

- Maintain and supervise the HR data for staff covering:
 - Monthly Payroll systems.
 - Leaves management of staff (attendance and absence records, annual leave casual leave).
 - Accommodation Management & Transportation control as per SLA policy.
 - Insurance Management for staff and properties.
 - Employee record management including Penalties, Allowances & Deductions.
 - Company's items issued to staff.
- Involve in performance management processes, compilation of KPI sheets & report to HO.

✓ **Staff Grievance management**

- Investigate the issues requested by business or gaps noted (violations by staff, HR data review shows some errors and frauds etc.)
- Record all the employee's queries/requests and ensure its resolution on timely basis. Forward the requests to respective HR staff (viz. salary certificate, NOC etc.).

✓ **Support to Business function**

- Support business for all direct or indirect services as per the Service level agreements (recruitment, coordination for government license permission, arrangement of event etc.)
- Successfully developed professional relations with business managers through "effective resolution of business queries" as and when required (e.g. casualties, theft, staff shortage, any support and information required from HR on staff etc.)

✓ **Support to Management (MIS reporting)**

- Prepare MIS reports for Head Office and Senior management (monthly/adhoc)
- Meetings with front end business managers to understand the business challenges and escalate to Sr. management for policy revision/modification to smoothen and enhance the business (*part of special assignment*)



Contractual / Internships

❖ **ADNEC (Abu Dhabi National Exhibition Center), Abu Dhabi.
Supervisor - Ramadan Sports event**

2016 - 1 month

- Allocating staff of 15-member to required activities by effective communication.
- Strategizing ideas to attract potential players to ensure more bookings
- Hosting professional players and ensuring their satisfaction and requirements.

❖ **Promotions work experience in various "UAE Events":**

✓ **Promoter at "Dubai Shopping Festival"**

2015 - 1 month

- Sony Smartphones at Sharaf DG Dubai Mall
- Lenovo Smartphones at Dubai World Trade Center- GITEX

- ✓ **Promotor at various “Mega sales events – Dubai”** **2014 - 4 months**
 - Jumbo Electronics at Dubai Mall
 - Plugins at Dubai Mall
 - Quantum Tablets at Emax Dubai
 - Samsung at Dubai World Trade Center

- ✓ **Procurement Coordinator at “Jotun paints”** **2015-2 months**
 - Inventory check of stock and advising the re-order level.
 - Tracking inventory from warehouse to individual company outlet.
 - Compiling bills and updating the permanent customer database.

- ❖ **Bakhit Walid Trading (HR Department)** **2013- 6 months**
 - Responsible for HR activities related to payroll & HR administration activities.



Education & Membership

- Postgraduate in **Human Resource Management**, Symbiosis, India 2020
(Imminent completion – 3 exams of 4th semester are pending due to COVID)
- Graduate in Business & Finance, **Heriot Watt University, Dubai** Campus 2017



IT Skills

- Proficient in Microsoft PowerPoint, Excel, Word.
- UFIS – Airport Flight Information System.
- Oracle Applications – HR Module, Lumesse Systems, Doc Flow, Bi Systems



Personal Details

- Nationality : India
- Language : English, Arabic, Hindi
- Marital Status : Single
- Date of Birth : March 25th, 1995
- Driving License : Valid Bahraini – Manual / Automatic

Kush Rai Agnihotri