



Contact

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Nationality

Indian

Passport Details:

Number : Z6488854

DOI : 22/11/2021

DOE : 21/11/2031

Core Competencies:

- **Supervisory and team leading skills**
- **Problem Solving**
- **Time Management**
- **Adaptivity**
- **Tactical Decision Making**
- **Performance Management**
- **Critical Thinking**
- **Client Satisfaction**
- **Team Management**
- **Process Implementation and Improvement**
- **Effective communication**
- **Office Administration and Management**

Information Skill Set

- Windows, MSDOS
- Offie 365
- Tally
- Local Area Networking
- Foxpro & Dbase, Access
- Pascal, Fortran & Basic

Language Proficiency

- English
- Hindi
- Tamil
- Malayalam
- Arabic

Object

To find a challenging position to meet my competencies, skills, education and experience. Work-experience in Operations Management and Administration, Electronic Security Management and Manned Security Deployment, Staff Management. Ability to work in high pressure Environments delivering excellent results while continuously improving productivity and Quality.

Professional Experience

- Deputy Manager at VFS Tasheel International WLL, Kingdom of Bahrain – July, 2013 – January, 2022.

Roles and Responsibilities

- Manage day to day activities of Visa Application Center (VAC)
- Ensure all operations are carried on in an appropriate, cost-effective way
- Improve operational management systems, processes and best practices
- Help the organization's processes remain legally compliant
- Formulate strategic and operational objectives
- Process Improvement and optimization.
- Examine financial data and use them to improve profitability
- Perform quality controls and monitor production KPIs
- Train and supervise staff
- Find ways to increase quality of customer service
- Overall responsibility of the team that will be handling pertaining to operations
- Support a team of 30 staff by scheduling appointments, identifying potential leads, Data Entry, Application Scrutiny, Backoffice audit and handling Biometrics data Capture work.
- Escalate and resolve IT related Issues to the concerned IT Team.
- Manage the complex scheduling by communicating seamlessly with internal and external stakeholders
- Track the completion of key deliverables to ensure deadlines were met consistently
- Created and processed a variety of administrative records using internal and external databases
- Responded to inquiries regarding department services, policies, and procedures.
- Planned on- and off-site events and conferences including equipment, catering, and accommodations
- Acted as a liaison between office staff and customers thanks to excellent customer service skills.
- Compiled information and data from a 30+ member staff in order to prepare reports.
- Used a complicated spreadsheet program to update and maintain a variety of medical documents and administrative records.
- Interpreted employee engagement data to recommend improvements that increased the employee satisfaction by 25%.
- Recorded metrics and potential gaps in weekly reports on attendance, attrition, and engagement.
- Delivered presentations to new hires during their orientation process on HR

- Coordinate with other Departments for implement new policies.
- Ensuring compliance to prescribed systems as per the defined SLAs
- Maintain the security and safety of the site(s) through the implementation of the security management policy and procedures stated in the corporate Security Manual in accordance with the Security and Safety Audit checklist.
- Report incidents to regional security manager.
- Provide a monthly management report to regional security manager
- Establish local points of contact for emergency services
- Customer Satisfaction (Handling Escalations, general queries, etc.)
- Team and Customer Satisfaction
- Reports to the Operations Manager / Regional and HR Managers / Regional Security and Risk Managers.
- On Boarding and Off Boarding of Staff through Internal Staffing Software.

➤ **Public Relations Manager at Hilton Estates and Public Relations Agency - July,2006 - June, 2013**

Roles and Responsibilities

- Co Ordinating with Consular Section of the Royal Embassy of Saudi Arabia in the Kingdom of Bahrain, Islamabad, Colombo and Manila to Issue Business Visas, Commercial Visas, Work and Residence Permit Visas and Document Authorization.
- International Staff Recruiting from Germany, Egypt, Philippines, India, Sri Lanka for KCA Deutag Drilling GmbH, Gulf Consumer Company and others through registered agents in residents' locations.
- Co Ordinating with Government Entities to Issue New Work Permits, Visit and Commercial Visas, Family and Dependent Visas, Cancellations Permits. From the Ministry of Commerce and Industry and Bahrain Investors Centre to arranging new Commercial Registrations for Individuals and Multinational Companies.
- Build long-term relationships with all relevant stakeholders, such as local government, media people, etc.
- Recruit, hire, onboard and train new members of the public relations team
- Others: Coordination with Ministry of Housing and Municipalities, Ministry of Finance, Ministry of Justice and Islamic Affairs for clearing various documents. Online Data Encoding through ENJAZ Information Technology (Saudi Visa information Web Portal) Since June, 2008 onwards and Labor Market Regulatory Authority, Kingdom of Bahrain since, August, 2008 – Affiliated with HILTON PUBLIC RELATIONS SERVICES (Authorized Consular and Visa Service Centre of the Royal Embassy of Saudi Arabia in the Kingdom of Bahrain and Accredited Data Center of LMRA)
- **Assistant Manager** House of Donuts Bahrain (A Unit of WESCO United, California, USA) from May, 2001 to June, 2006.
- **Programmer** at Nortech Computer Systems, Cochin Kerla - October, 1998 -March, 2000
- **Computer Operator** at Bangalore Steel Traders, N.R. Road, Bangalore,Karnataka, India from April, 2000 to October, 2000
- **Computer Operator** at K.Varghese & Co., Chartered Accountants & Income Tax Associates, Hospital Road, Quilon -February, 97 to September, 98.
- **Executive Trainee at Modie Computers**, Pathanamthitta & Pandalam Centres and **Cad Computers**, Adoor - January, 96 to January, 97

- **EDP Manager and Network Administrator** at The School of Computers ITC' Adoor Kerala - February, 94 to September, 95.

Educational Qualifications:

- **Business Professional Programmer Course** - Department of Electronics & Information Technology, Govt. of India (through an Accredited Institution) - June, 1992-July, 1993

Subjects: System Analysis and Design, Logarithms and Data Structure, Programming Languages, Computer Engineering, Computer Science, Computer Information Systems, Computer Network Operations, Computer Programming, Management Information Systems, Word Processing & Spread Sheets, Data Base Management System, Computer Architecture

- **University of Kerala - Pre Degree with English and Arts Subjects - June, 1989 - April, 1991.**
- Secondary School Leaving Certificate from Board of Public Examinations, Government of Kerala with General Subjects - June, 1988- March, 1989

Certificate Course

- Computer Operator Certificate, Indian Technical Education Society, Bombay, 1993
- Certificate in FoxPro, Windows and Local Area Networks (LAN)-Abacus Computer Academy, Pathanamthitta, Kerala, September, 1993-January, 1994.
- Certificate Course completed on Windows 95 from Microtech Computers, Ponkunnam Kerala, 1995.
- Typewriting English (lower), Kerala Government Technical Examinations, Trivandrum - January, 1992

Project Skill

- Client : Indian Railways (Southern Division)
- Duration of Work : 6 Months
- Team Size : 5 Person
- Nature of Project : Computerized Reservation System
- Area of Study : System Feasibility Study, System Analysis, Reservation Systems, Fare Calculation, Ticketing System, Current Reservation Status, RAC Status Check, Testing, Report Generation, System Implementation, Training

References:

- Sneha Alexander, HR Manager, VFS Bahrain. Tel. 00973-3455 3845
- Nasser Al Habib, Operations Manager, Hilton Estates & Public Relations, Bahrain, Tel: 00973-39883298