

## ***MICHELLE RODRIGUES***

Having around 15 years of experience in all the facts across the industry, I have learned as I have grown in my professions. From employee relations to developing employee relations, my exposure in areas of HR makes me a holistic HR professional and I am comfortable to working with all levels in the organization.

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**Dec 2019 – June 2020**

**Dilmunia Mall Development Co. (Kingdom of Bahrain)**

**HR / Administrative Secretary**

**Responsibilities:**

- Handled job analysis, prepared job descriptions and advertised the openings as per the department requirement.
- Screened candidates and conducted interviews.
- Handled all pre-joining and joining recruitment formalities for both Local as well as Overseas Hire.
- Conducted Induction, Orientation & Training for the new employees.
- Drafted Employee contracts, Offer letters and background checks.
- Handled end-to-end visa Procedures and employment formalities, hands on experience of independently dealing with LMRA, GOSI and different embassies, well versed with CPR up gradation, Visit visa, Employment visa, Dependent visa applications, Finger print Enrollment, pre employment Medical Checkups as required by ministries.
- Handled employee grievances, succession planning and performance reviews.
- Designed Organizational Charts, Operating procedures, Service Descriptions, Job analysis, SOP, performance review forms and payroll management.
- Handled Employee contracts and Resignations, Exit Interviews and staff retain Management.
- Coordinated Medical Insurance for Employees
- Handled Attendance Records, Annual Leave Applications, Leave Settlements, Indemnities, Travel Reservations, and Accommodations, sick leave, Overtime and housing Management.
- Proposed various rewards and recognition plans to the Management, like Employee of the month, Employee of the year, handling recreational and social activities for the employees on a quarterly basis.

**April 2019 – Nov 2019**

**Dilmunia Mall Development Co. (Kingdom of Bahrain)**

**Leasing Administrator**

**Responsibilities:**

- Assist with the coordination of rent/lease collections
- Familiarity with facilities operations
- Create and maintain system of tracking expiration dates of leases. Tracking of all changes or adjustments necessary to lease documents received. (Amendments, Addendums)
- Serve as liaison between Landlord and Tenant with regard to each party's compliance with all provisions of the lease.

## **MICHELLE RODRIGUES**

- Oversee and track Tenant Improvement allowances and ensure that improvement is being administered properly and within lease guidelines.
- Prepare and update option exposure information to maintain awareness when granting options for new tenants.
- Review rental increases and communicate or send any notices that need to be sent to tenants.
- Review the tenant move-ins and move-out procedures and ensure lease provisions are followed.
- All other duties as assigned and associated with the day-to-day operation of a commercial real estate portfolio
- Ability to prioritize and meet deadlines.

**May 2017 – April 2019**

**Dilmunia Mall Development Co. (Kingdom of Bahrain)**

**PA – CEO & Deputy CEO**

### **Responsibilities:**

- Coordinating and maintaining Chairman and Director's office management activities in a meticulous manner to support Top Management.
- Confidential handling of fundamental documents for Chairman and Director's office.
- Accurately taking and recording minutes of the meeting and implementation.
- Screening and scrutinizing essential incoming correspondence.
- Composing correspondence on behalf of Chairman and Director's office.
- Producing reports and flow charts as per the prerequisite.
- Preparing meeting agenda, booking conference premises and researching on concerned statistics as and when required.
- Reviewing and proof reading confidential documents for signatures.
- Well versed with handling critical issues with embassies, international and local insurances, managing travel arrangements, travel /visa document extension and renewals related to the top management.

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**July 2015 till May 2017**

**Jet Airways (Kingdom of Bahrain)**

**Admin and Sales Support**

### **Responsibilities:**

- Manage and enhance the efficiency of administrative activities within the organization
- Coordinating between management on performance appraisals / KPI
- Preparing daily / weekly / monthly reports based on airline revenue / information
- Process all sales support functions related to trade and corporate accounts and update airline circular within the trade and corporate.
- Enrolling frequent flying passengers to our frequent flyer programme – Jet Privilege
- Responsible for day to day admin and sales support operations

# ***MICHELLE RODRIGUES***

**May 2012 – April 2015**

**Al Zain Jewellery (Kingdom of Bahrain)**

**Assistant HR Manager**

## **Responsibilities:**

- Developing, implementation and writing of HR policies as per the labour law and HR practices
- Responsible for Manpower planning
- Responsible for internal and external; training
- Coordinating between management and consultants on performance appraisals / KPI
- Update the policies, job descriptions and other HR processes based on feedback from the respective department heads and an annual review- post the approval from management committee.
- Liaising with recruitment agencies locally and overseas to hire the best talent available
- Supports operations by supervising staff; planning, organizing, and implementing administrative systems.
- Process, verify, and maintain documentation relating to personnel activities such as staffing, recruitment, training, grievances, performance evaluations, and classifications.
- Process and review employment applications in order to evaluate qualifications or eligibility of applicants.
- Arrange for advertising or posting of job vacancies, and notify eligible workers of position availability.
- Manage and enhance the efficiency of administrative activities within the organization with the help of administrative executive
- Responsible for day to day operations

(Al Zain Jewellery has got branches in Qatar, Dubai and Saudi Arabia, all training and HR related issues were implemented / processed by their main office in Bahrain)

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**March 2011 – April 2012**

**Elite Hospitality (Kingdom of Bahrain)**

**Asst. Manager – Human Resources**

## **Responsibilities:**

- Handling HR duties
- Interviewing and Recruitment of overseas candidates
- Independently corresponding for both internal and external use
- Ensure smooth co-ordination for inter unit / department transfers
- Updating staff records such as Employee Master Sheet / Accommodation / Telephone etc.
- Coordinating in Contract and RP renewals etc
- Assisting staff in attending training

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- Expat Interview & Selection Coordination / Pre and Post Joining Process
  - Contract renewal / RP renewal Process - Appraisal Process
  - Coordinate expatriate local candidate's interviews / recruitment
  - Post Joining Formalities—Expatriates / overseas
  - Take ownership of staff welfare activities
  - Handle staff accommodation issues in coordination with HR cell handling accommodation
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**May 2009 – June 2010**

**Hill International (Kingdom of Bahrain)**

**Office Manager**

**Responsibilities:**

- Handling all administration and HR duties (Bahrain)
  - Handling all related accounts (Bahrain)
  - Handling all Immigration and Government related works (Bahrain)
  - Organizing individuals visa, travel, hotel accommodation etc., for business trips
  - Organizing and assisting in setting up offices
  - Ensure smooth co-ordination for new recruits, relocations, transfers etc in an efficient manner
  - Updating staff records such as leave, visas etc.
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**January 2005 to January 2009**

**Mace International (Kingdom of Bahrain)**

**Senior Administration Manager / PA to Country Director**

**Responsibilities:**

- Handling all administration and HR duties (Bahrain)
  - Handling all related accounts (Bahrain)
  - Handling all Immigration and Government related works (Bahrain)
  - Organizing individuals visa, travel, hotel accommodation etc., for business trips
  - Organizing and assisting in settling up offices
  - Independently corresponding for both internal and external us
  - Ensure smooth co-ordination for new recruits, relocations, transfers etc in an efficient manner
  - Updating staff records such as leave, visas etc.
  - Assisting staff in attending training for career development
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## ***MICHELLE RODRIGUES***

**December 2001 – July 2004**

**Faieq Alzayani Co., W.L.L – FMCG (Kingdom of Bahrain)**

**Executive Secretary**

### **Responsibilities:**

- Independently handling all office and secretarial responsibilities
  - Schedule daily appointments; schedule and organize meetings; review mail and develop appropriate recommendations, responses or routing; assist with presentations; co-ordinate travel arrangements
  - Develop and maintain executive correspondence, meeting minutes
  - Prepare access and protect documents containing confidential information
  - Provide backup for other section staffs
  - Distribution of mails, ordering of stationery etc.
  - Self-correspondence, booking of tickets, arranging of cars and hotels, records management
  - Maintaining of leave register / muster for management staff and clerical
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**September 1999 – 2001**

**Bahrain Airport Services (Kingdom of Bahrain)**

**Ground Receptionist**

### **Responsibilities:**

- Handling all passenger services duties
  - Attending to passenger needs & services
  - Independently corresponding on all airline related documents
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### **Additional skills / training courses attended:**

- Knowledge of Primavera Expedition
  - Knowledge of MS office applications
  - Diploma in Secretarial skills course
  - Certificate in Business Management Skills
  - Certificate in HR Metrics and Workforce Analytics
  - Attended training course with D&B (Performance Appraisal and KPI)
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## ***MICHELLE RODRIGUES***

Date of Birth: 27 July 1978  
Driving License: Valid Bahrain Driving License  
Academic Education: SSC - 1994  
HSC – 1996  
Bachelor of commerce - 1999  
Language skills: English & Hindi – Fluent;  
Contact Number: 00973 39173396  
Email id: [rodrigues.m2778@gmail.com](mailto:rodrigues.m2778@gmail.com)

**Certificates provided upon request**