

Ruby Mirchandani

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WORK EXPERIENCE

Red Scarf Agency – Project Manager | Events

December 2019 – Present

Manama, Kingdom of Bahrain

- Planning, arranging and overseeing an event from A-Z
- Behind the scenes operations on every event assigned
- Planned and managed the Lamborghini Huracan EVO launch in Bahrain
- Planned and managed the Renault Trucks Experience Days for Renault dealers of over 450 people from all over the world.

Visit Bahrain – Operations Manager

January 2017 – September 2018

Manama, Kingdom of Bahrain

- Coordinated all operations activities with a focus on customer retention and business growth
- Managed and mentored a team of 10 employees under the operations department apart from a staff of 30 employees.
- Responsible for the production, procurement and planning of marketing materials
- Oversaw all aspects of the tour business incl. pick-up schedules, random quality assurance checks, outsourced transportation coordination
- Created scheduled itineraries for incoming familiarization trips from source markets, particularly Russia, UK, India, Germany and France
- Oversaw and assisted the operations and logistics of VVIP clients from arrival up until departure
- Created specialized and private itineraries for high-net worth and VIP visitors to the Kingdom
- Led private groups of between 50 to 120 visitors on tours and business outings

Visit Bahrain – Administration Executive

March 2016 – January 2017

Manama, Kingdom of Bahrain

- Answer and direct phone calls
- Organize and schedule appointments of the CEO
- Take detailed minutes of the meetings
- Write and distribute email, correspondence memos and letters
- Perform HR duties such as and registering employees into the LMRA and GOSI system
- Created financial reports along with salary transfers to all employees within the company
- Created and updated employee contracts, company policies and procedures.

Viacloud W.L.L. – Operations Associate

November 2013 – February 2016

Manama, Kingdom of Bahrain

- Assisted customers on a daily basis in regards to product information and usage
- Coordinated technical difficulties such network issues and complaints
- Daily monitored network statistics of numerous destinations

APAC Customer Services Inc. – Call Center Supervisor

June 2010 – July 2012

Manila, Philippines

- Started as Customer Service Agent and promoted to Call Center Supervisor within a year
- Meet and exceed quality and customer satisfaction goals to ensure customer retention and uphold the company brand
- Minimize call escalations through effective coaching and support

- Ensure that team members obtain the appropriate training and support to best apply their knowledge and skills on the job
- Communicate business strategies and results to CSRs.
- Create and foster a positive, successful, and professional work environment where employees choose to work and achieve their goals
- Offer frequent formal and informal recognition
- Build solid productive relationships with all levels of leadership and support teams
- Facilitate effective and supportive team relationships
- Resolve operational and interdepartmental problems quickly
- Provide timely feedback to the management team on customer trends, issues and needs

NCO Group – Back Office Customer Support
Manila, Philippines

January 2010 – June 2010

- Performed back office duties incl. detailed research of numerous corporate phone-billing accounts
- Opening and closing of trouble tickets for customer complaints
- Assisting in phone billing issues and discrepancies

EDUCATION

Bahrain Institute of Banking and Finance

2015 – 2016

Manama, Bahrain

Chartered Institute of Personnel and Development – Level 3

University of the East

2004 – 2009

Manila, Philippines

Bachelor of Business Administration, Major in Business Management

SKILLS

- Reliable Project Management skills such as leadership, planning, time management, risk assessment and crisis management
- Strong Human Resource skills such as guidance, employee engagement and counselling, work ethics and morality
- Outstanding communication, presentation and customer service skills
- Easily adaptable to new software, programs and applications
- Excellent interpersonal skills such as hard working, fast learner, motivated, committed, reliable

REFERENCES (Contact information available on request)

- Redscarf – Andrew Tucker, Senior Sales Manager & Business Development
- Visit Bahrain – Amal Alkooheji, Head of Reservations
- Visit Bahrain – Oshini Jayasinghe, Financial Controller