

# Abdul Kader K A

## OFFICE ADMINISTRATOR

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### Professional Summary

Versatile HR, Administrative, Guest, and Customer Service Professional with expertise in office administration, HR operations, payroll management, front desk operations, and customer relations. Adept at managing front desk services, handling guest interactions, maintaining employee records, and ensuring compliance with labor laws. Proven ability to streamline administrative processes, enhance workplace efficiency, and deliver high-quality customer service. Skilled in cross-functional coordination, recruitment support, employee engagement, and facility management to drive organizational success.

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### Work Experience

#### Receptionist | Admin

##### Beach Hotel (Four Star), Sharjah, UAE | July 2011 – May 2015

- Scheduled and managed office calendars, ensuring efficient coordination of meetings and administrative activities.
- Managed daily office administration, ensuring smooth coordination of guest services, customer interactions, and front-desk operations.
- Handled reservations, check-ins, check-outs, and guest inquiries, ensuring seamless service and customer satisfaction.
- Processed financial transactions, data entry, and night audits with precision and confidentiality.
- Managed invoices, purchase orders (LPOs), and payment transactions including cash, credit card, and foreign currency.
- Coordinated guest transportation, meal planning, and tour bookings, ensuring a smooth and enjoyable experience.
- Resolved guest complaints and special requests by providing prompt solutions and ensuring customer retention.
- Operated a high-volume communication system, ensuring effective inter-departmental coordination.

#### HR & Admin Coordinator

##### AB Engineering, Madurai, India | August 2015 – May 2022

- Managed front desk operations, including scheduling meetings and coordinating visitor interactions.
- Managed end-to-end HR operations, including employee onboarding, records management, and exit formalities.
- Processed payroll for 50+ employees, ensuring accuracy, compliance, and timely salary disbursements.

- Monitored attendance, leave management, and performance evaluations to maintain compliance with labor laws.
- Assisted in recruitment, including job postings, interview scheduling, and candidate screening.
- Oversaw office administration, vendor coordination, procurement, and facility operations.
- Facilitated employee engagement initiatives, scheduled team meetings, and resolved workplace issues to promote a productive environment.
- Provided support in employee relations, addressing concerns, grievances, and fostering a positive work culture.

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## **Education**

- **Master of Business Administration MBA(HR)** - (In progress) Alagappa University (2025-2027)
- **Bachelor of Education (B.Ed.) in English** - Tamil Nadu Teachers Education University (2022-2024)
- **Master of Arts (M.A.) in English** - Alagappa University (2018 – 2019)

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## **Key Skills**

- **HR Operations:** Payroll Processing, Employee Records Management, Onboarding & Offboarding, Labor Law Compliance
- **Administration & Coordination:** Office Management, Vendor Relations, Procurement, Data Entry, Document Control
- **Guest & Customer Service:** Front Desk Management, Guest Relations, Reservations, Complaint Resolution, Hospitality Services
- **Recruitment & Employee Relations:** Interview Scheduling, Job Posting, Employee Engagement, Performance Monitoring
- **Technical Proficiency:** Microsoft Office (Word, Excel, Outlook), HRMS & Payroll Software, Database Management
- **Soft Skills:** Communication, Problem-Solving, Time Management, Team Collaboration, Adaptability, Multitasking
- **Languages:** English & Tamil (Fluent), Hindi & Malayalam (Basic)

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## **Core Strengths**

- Expertise in HR operations, office administration, and customer service.
- Strong organizational and multitasking abilities to enhance workplace efficiency.
- Proven ability to resolve guest complaints and employee concerns effectively.
- Proactive problem-solver with a focus on operational excellence.
- Effective communicator with team collaboration and leadership skills.
- Commitment to maintaining compliance with labor laws and company policies.

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## **Additional Information**

- **Visa Status:** Tourist Visa (Valid till April 11, 2025)
- **Nationality:** Indian