

**Seeking opportunity in:
Project / Operations Management**

SUMMARY OF SKILLS

- Superior knowledge of Adobe Acrobat Professional, Microsoft Office Suite, Google Workspace and Google Apps Script.
- Experienced in working with high volume calls and answering intricate enquiries. Skilled planner with expertise to analyze client needs and achieve objectives.
- Strategic-relationship/partnership-building skills -- listen attentively, solve problems creatively, and use tact and diplomacy to find common ground and achieve win-win outcomes.
- High copy-editing and communication skills
- Expertise in Planning and effectively executing the Plan.
- Practical and business focused approach to achieve organization goals & coupled with inter personal & communication, analytical & presentation skills.
- An effective communicator with excellent relationship management skills and strong analytical, leadership, problem solving & organizational abilities.

KEY SKILLS

~Quality Focus ~ Problem Solving ~Documentation Skills ~Listening / Phone Skills ~Resolving Conflict ~Analysing Information ~Effective communication skills ~Employee Induction ~Excellent computer/IT skills ~Process Oriented ~Process Improvement

PROFESSIONAL EXPERIENCE

**Sep 2018 - Till date: Cosmos Insurance Brokers L.L.C. United Arab Emirates
Project Manager**

Projects / Operations Role:

- Successfully managed and executed numerous projects, overseeing development, implementation, and training, culminating in comprehensive report generation for strategic improvement recommendations.
- Innovated and instituted process enhancements, achieving implementation goals within aggressive timelines.
- Liaised directly with the Managing Director to manage operations for the Central Bank Portal, formerly known as the Insurance Authority.
- Orchestrated the renewal, maintenance, and repair processes for the company's fleet of vehicles.
- Resolved IT-related issues as the first point of contact and coordinated with an outsourced IT team for advanced troubleshooting.
- Managed cloud hosting services, website administration, and maintained password protocols for multiple platforms.
- Facilitated onboarding and exit processes, including the provision of IT equipment and access credentials.
- Administered telecommunications accounts for Du/Etisalat, ensuring optimal usage and cost-effectiveness and managing over 40 company devices.
- Oversaw Google Workspace as a super admin, managing email accounts, data transfer, and user permissions.
- Acted as a super admin for Bitrix24 CRM, development, customizing user access and extracting key reports for management review.

- Administered IIRIS a Insurance industry specific software, guiding development and resolving primary-level errors.
- Synthesized data from CRM for marketing campaigns on Google and Facebook, presenting analytical reports to management.
- Managed credentials for over 50 company-related accounts, ensuring secure and organized password management.

Key Achievements:

- Pioneered a project management framework that streamlined operations and increased productivity by 20% in many departments.
- Developed an in-depth IT issue resolution protocol that enhanced system efficiency and cut downtime by 20%. Innovated various app scripts that streamlined operations, centralizing multiple processes and significantly saving time and boosting efficiency.

HR Role:

- Managed visa and labor renewal processes in conjunction with the PRO for both Dubai and Sharjah branches.
- Led Payroll Operations, including Salary preparation, SIF file creation, accounting allocations, and comprehensive CTC calculations.
- Recruited candidates through online platforms like Naukrigulf, Dubizzle, Indeed and referrals, conducted preliminary interviews, and coordinated final interview schedules.
- Implemented induction and training programs for new hires and managed ongoing staff development.
- Maintained meticulous attendance records, ensuring accurate salary adjustments for late arrivals.
- Managed the addition and deletion of employees from group life and medical insurance policies, maintaining accuracy and compliance.
- Administered financial platforms such as E-Dirham and Noqodi accounts and handled company owned Credit card, ensuring adequate fund management.
- Coordinated travel arrangements for staff, managing bookings for annual leave and final exits.
- Calculated and processed end-of-service benefits and managed comprehensive onboarding and exit procedures.

Key Achievements:

- Revamped the recruitment / exiting process, resulting in a 20% increase in hiring and Hr operational efficiency.
- Introduced a new payroll system that enhanced accuracy and reduced processing time by 40%.

COURSE UNDERTAKEN

- Certificate in the introduction to computer – MS Office
- TALLY.ERP9 from HIGH-TECH COMPUTER EDUCATION (Govt. of India)
- Completed training of Business Communication Skills Training from INTERNSHALA.
- Completed training of Advance Excel from INTERNSHALA.
- Attended training of Mass Media and Social Media Marketing for Insurance Business from III.
- Attended training EFFECTIVE SELLING SKILLS WORKSHOPS from GASP Sales Academy.

SCHOLASTICS

- Bachelor of Business Administration (B.B.A.) From The Maharaja Sayajirao University of Baroda, Vadodara
- HSC From The Aditya Birla Public School(CBSE Board) in the year 2016
- SSC From The Aditya Birla Public School(CBSE Board) in the year 2014

PERSONAL DOSSIER

Date of Birth:	3 rd August 1997
Address:	Sharjah (ready to relocate)
Language Known:	English, Hindi
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References available on Request