**HEMA ARUNKUMAR**



  Location: Ajman, UAE

  Mobile: +971 56677 0614

 Watsup : +91 9344625260

  Email: hemaarun28.12.1977@gmail.com

  Visa Status:  Visit Visa Expiry on 07/25/2025

  Availability: Immediate Joint Only

**Professional Summary**

  Dynamic and results driven professional with over 10 years in **Admin, Sales** and **Business Developmen**t. I was responsible for a wide range of administrative   and    managerial tasks. Skilled in streamlining administrative processes, supporting executive leadership, and driving business growth through strategic planning and sales initiatives. Proven ability to manage cross-functional teams, close high-value deals. Adept at working in fast-paced environments with a focus on efficiencycustomer service, and revenue generation. Assist in the preparation of reports and presentations, compiling data and ensuring accuracy for stakeholder review. Maintain organized filing systems, both digital and physical, to ensure quick access to important documents.

**Core Competencies**

Business Development Strategy
Client Relationship Management
Sales Planning & Target Achievement
Market Research & Lead Generation
Executive Support & Reporting
Team Coordination & Supervision
Communication & Negotiation Skills
Budgeting & Cost Control
MS Office Suite (Excel, Word)

**Professional Experience**

**Romi Florist**

 **Senior Administrator**

 No.8,Kamarajar Street,

 Durgai amman Kovil Opposite,

 Chrompet,Chennai.

 **April 2021 to March 2025**

• During their tenure with us, I was responsible for a wide range of administrative and managerial tasks, including but not limited to: • Overseeing day-to-day office operations and ensuring smooth administrative functioning. • Supervising and mentoring junior administrative staff. • Coordinating meetings, schedules, and travel arrangements for senior management. • Managing documentation, filing systems, and preparing business reports. • Liaising with internal departments and external stakeholders for effective communication. • Monitoring budgets and managing office supplies and procurement processes. • Ensuring compliance with company policies and regulations. • Providing support for various organizational projects and initiatives. • Coordinating office activities and operations to secure efficiency and compliance to company policies • Supervising administrative staff and dividing responsibilities to ensure performance • Keep stock of office supplies and place orders when necessary • Track Stock of office supplies and place orders when necessary • Submit Timely reports and prepare presentations/proposals as assigned • Assist colleagues whenever necessary. **Crew Trainer/ Shift Manager**

McDonald's, Earlswood, United Kingdom.

November 2017 to March 2021.

Work as an exceptional team player. Guaranteed quality of service through effective communication with customers and built satisfied customer relationships. Provides excellent customer care and conflict resolution. Duties: ▪ Supervised daily operations of a fast-paced quick service restaurant, ensuring smooth coordination between front counter, kitchen, and drive-thru. ▪Led a team of crew members per shift, providing training, support, and motivation to achieve performance targets. ▪ Managed scheduling, shift changes, and break times to ensure adequate coverage and labor cost control. ▪ Handled customer concerns and complaints with professionalism, ensuring high levels of guest satisfaction. ▪ Maintained compliance with health, safety, and food hygiene standards as per company and local regulations. ▪ Monitored inventory levels, placed stock orders, and reduced waste through efficient resource management. ▪ Accurately managed cash handling procedures including till reconciliation and bank deposits. ▪ Properly recorded, Provided prompt service while taking orders ▪ Ensured restaurant cleanliness in accordance with Occupational Safety and Health Administration standards. ▪ Prepared salads and beverages for customers. ▪ Receive supplies and ensure that they are stored properly and rotate stored food terms to ensure freshness ▪ Take cash or process credit cards in exchange of meals sold ▪ Employee of the month and Employee of the quarter 2017 ▪ Trained new crews

 **Whistler’s Supermarket,**

 Redhill ,United Kingdom

**Assistant Manager./Retail/Sales**

 January 2016 to November 2017

 Responsible for maximising sales and providing excellent customer care to shops customers. Constantly working to develop and increase sales under the supervision of the Shop Owner. Duties: ▪ Operating the tills, including cashing up and completing paper work at the start and end of shift. ▪ Assisting customers in the selection and purchase of items. ▪ Completing sales sheets at the end of the day. ▪ Ensuring that the shop counter is always manned. ▪ Processing cash and credit card transactions accurately & efficiently. ▪ When required wrapping up purchased items for customers. ▪ Checking the inventory listing with actual stock on the shop shelves and reporting and discrepancies to managers. ▪ Keeping merchandise orderly and neat in appearance as well as moving large amounts of stock and merchandise around the shop. ▪ Handling customers complaints in a professional and diplomatic way. • Daily tracking and reporting to the shop owner. ▪ Assisting the staff in keeping the shop floor clean and tidy at all times.

**Vishnu Enterprises (Onida Manufacturing Dealer) Retail**

**Office Administration**

No.35, Saibaba Colony

Coimbatore 08/2013 to 09/2015

 Train and supervise other administrative employees, such as receptionists, clerks or administrative assistants. • We organise schedules and communicate expectations to ensure employees understand their tasks or assignments. • We monitors employees' performance and provides feedback or guidance to help them improve their efficiency. • Clerical duties to assist ther other employees. These duties may include handling payroll, filing records, answering phones or emails, scheduling appointments and monitoring office supply inventories.

**Academic Chornicles:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Course** | **University** | **Year** | **Percentage** |
| M.B.A | Madurai Kamaraj University | 2002 | 58% |
| B.Com | Bharathidasan University | 1999 | 48% |

**Languages**

* English – Fluent
* Tamil - Fluent
* Telugu – Fluent
* Hindi – Beginner

TECHNICAL QUALIFICATION

* Type Writing in English
* Tally Prime

PERSONAL DATA:

Name : Hema Arunkumar

Spouse’s Name : Arunkumar Durairaj

Date of Birth : 28.12.1977

Nationality : Indian

Marital Status: Married

Permanent address: P-082 SBIOA Unity Enclave, Mambakkam, Chennai 600127.

Declaration

 I hereby declare that the above-mentioned information is true to my knowledge and bear the responsibility for correctness.

 Date :

 Place : Ajman [Hema Arunkumar]