

PRADEEP KALIVAR PANDURANGAN



📍 Dubai

☎ +971506746649

✉ Pradeep.91.kp@gmail.com

PERSONAL SUMMARY

Organized Coordinator focused on boosting customer satisfaction and service quality. Familiar with documentation, reporting and compliance requirements. Skilled in managing employee documentation and maintaining files and records.

SKILLS

- MS Office
- Windows
- CRM
- ERP
- MIS & Reporting
- Teamwork
- Creativity
- Strategic Planning
- Document Control
- Market Analysis

WORK HISTORY

COORDINATOR, 02/2025 - Current **Markai Commercial Brokers LLC**

- Facilitated communication between different departments in order to resolve issues quickly.
- Managed day-to-day operations of the department including scheduling tasks and assigning duties.
- Organized team events to promote a positive work environment.
- Created and maintained accurate records of departmental activities, including budgets, personnel documents and project timelines.
- Ensured compliance with company policies and procedures related to project management activities.
- Monitored inventory levels and ordered additional supplies as needed.
- Maintained calendars of upcoming events, meetings and deadlines.
- Provided leadership, insight and mentoring to newly hired employees to supply knowledge of various company programs.
- Delegated work to staff, setting priorities and goals.
- Computed balances, totals or commissions to support accounting team.
- Trained employees on best practices and protocols while managing teams to maintain optimal productivity.
- Recruited, interviewed and selected employees to fill vacant roles.

- Consulted with managers to resolve problems relating to employee performance, office equipment and work schedules.
- Reviewed employees' work to check adherence to quality standards and proper procedures.
- Guided employees in handling difficult or complex problems.
- Reviewed reports on employee attendance, productivity and effectiveness to evaluate performance.
- Monitored project progress and provided updates to stakeholders.

RELATIONSHIP & COORDINATION OFFICER, 06/2023 - 11/2024

INNOVATION DIRECT EMPLOYMENT SERVICES, DUBAI, UAE

- Company Overview: INNOVATION is a trusted financial marketplace in the UAE.
- Communicate and coordinate with the HR and sales department to ensure each task is completed properly with high degree of client satisfaction.
- Communicate and assist internal and external stakeholders.
- Manage managers calendar of meetings and events.
- Organize and maintain office files of corporate records, documents control, and reports.
- INNOVATION is a trusted financial marketplace in the UAE.
- Supervised subordinate staff in carrying out daily duties and activities.
- Managed team of professionals to ensure operational efficiency and effectiveness.
- Championed innovation and continuous improvement initiatives.
- Participated in regular meetings with upper management regarding progress updates on current initiatives.
- Developed and maintained relationships with key clients and stakeholders.

RELATIONSHIP & ADMIN OFFICER, 05/2022 - 06/2023

LEGACY SMART EMPLOYMENT SERVICES, DUBAI, UAE

- Legacy develops the best finance solutions for customer value chain.
- Carry out various duties such as coordinating, manage daily administrative tasks and provide support to the team.
- Prepare and maintain reports.
- Process and distribute incoming and outgoing mail.
- Liaise with vendors and service providers.
- Documents control.
- Legacy develops the best finance solutions for customer value chain.
- Answered phone inquiries, directed calls and took messages.
- Compiled daily activity logs and updated records with pertinent information on a regular basis.

PRODUCT ENGINEER, 08/2020 - 03/2022

HALMRT PVT LTD, CHENNAI, India

- Responsible for designing, building, and maintaining the website & mobile applications.
- Resolving customer complaints.
- Researching and fixing pricing for products, compared to other competitors.
- Assigning individuals for delivery as per order area.
- Updating purchases, sales & stock maintenance in ERP system.
- Researched industry trends and competitor offerings to inform product decisions.
- Developed product design specifications and requirements.

COORDINATION OFFICER, 01/2017 - 07/2020

REDSUN PHARMACEUTICALS, CHENNAI, India

- Scheduling appointment with Doctors for appointed zones to the sales team to introduce and explain about general medicine products sold by company.
- Once Doctors are convinced & approved, merchandising the relevant products in clinics hospitals and medical stores.
- Collections of payments for sales invoices in due time after credit period.
- Handling customer complaints and reviews.
- Exchange products which are expired or damaged and maintenance of stock in out data.
- Coordinated activities with other departments to ensure timely completion of projects.
- Collaborated with cross-functional teams including sales, marketing, manufacturing, and quality assurance.
- Participated in regular meetings with upper management regarding progress updates on current initiatives.
- Supervised subordinate staff in carrying out daily duties and activities.

PROCESSOR, 08/2015 - 12/2016**QUATRO MORTGAGE SOLUTIONS**, CHENNAI, India

- Analyzing and tallying US Mortgage conventional, VA & FHA loans.
- Underwriting the applications received from clients.
- Report any drawbacks in each application by e-mail to the client to rectify the solutions.
- TAT management.
- Daily, weekly reports to Line Manager and Vice President over email.
- Provided assistance to underwriters in the review process of loans.
- Reviewed and verified loan documents for accuracy and completeness.
- Monitored daily workflow to ensure deadlines were met for each stage of the loan process.
- Reviewed loan applications, verified accuracy of information and determined eligibility for approval.

RELATIONSHIP & COORDINATION OFFICER, 04/2014 - 06/2015**AGRAM INFO TECH PVT LTD**, CHENNAI, India

- Supervised subordinate staff in carrying out daily duties and activities.
- Responded promptly to customer inquiries or complaints in a polite manner.
- Implemented new technologies to enhance workplace productivity levels.
- Participated in regular meetings with upper management regarding progress updates on current initiatives.
- Conducted performance evaluations and provided constructive feedback.
- Ensured the security and confidentiality of sensitive information.
- Negotiated contracts and agreements with vendors and partners.
- Analyzed market trends to inform business decisions and strategies.
- Directed strategic planning and implementation of organizational goals.

EDUCATION**ANNA UNIVERSITY**, CHENNAI, 01/2013**BACHELORE OF ENGINEERING: COMPUTER SCIENCE**

DEPARTMENT OF TEC EDUCATION, CHENNAI, 01/2010**DIPLOMA: INFORMATION TECHNOLOGY**

VELLIYAN CHETTIYAR HR.SEC. SCHOOL, CHENNAI, 01/2007**S S L C**

LANGUAGES

- English
- Tamil
- Telugu

PERSONAL INFORMATION

- Date of Birth: 03/17/91
- Gender: Male
- Nationality: Indian
- Marital Status: Married
- UAE DRIVING LICENSE: Light Motor Vehicle

KEY PROFILE

Experienced in Management Information systems to provide critical Management reporting, Administration, Document control and Technology support., Results oriented and obsessed with achieving results with people as a Team player.