



## Manjula Radhakrishnan

**Administrative Officer**  
(Human Capital Department)

### CONTACT

📍 Dubai – United Arab Emirates  
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### PERSONAL INFO

Nationality: Sri Lanka  
Marital status: Married  
Visa status: Residency Visa

### EDUCATION

Bachelor of Commerce Sri Lanka University

### PROFESSIONAL QUALIFICATIONS

- Passed G.C.E. A/L in 2010  
index no: 4659643
- Passed G.C.E. O/L in 2007  
index no: 70986894

### SKILLS

- Proficiency in MS Office.
- Typing speed near to 40 W.P.S.
- Expertise in Adobe Photoshop and web designing.
- Highly motivated, dependable, and, a troubleshooter.
- Good interpersonal skills and communication.
- Meet challenges and achieve targets within time.
- Enthusiastic learner who quickly grasps concepts.
- A valued contributor who performs confidently & and effectively under pressure and thrives on challenge.
- Good listener

### LANGUAGES

- English
- Tamil
- Sinhala
- Hindi

## PERSONAL PROFILE

Results-oriented professional and, well-known university's graduate with a Bachelor of Commerce. Aiming to leverage acquired academic knowledge, and proven multitasking, and organizational, frequently praised as efficient by my peers, I can be relied upon to help your company achieve its goals.

## WORK EXPERIENCE

### Human Capital Officer

#### Majid Al Futtaim Hypermarkets (Carrefour)

- Preparing employee contracts, office letters, employment certificates, experience letters, and other documents as requested.
- Process all types of visas including employment visas, residence visas for employees through the government portal, and work permit process as well.
- Assist the government relation officer for immigration tasks. Submit Relevant Documents Preictally to the immigration labor office with regard to canceled/ absconding employees and delete them from the company sponsorship.
- Monitoring the validity of staff visas. work permit and passport to renew or extend it before the expiry date.
- Continuously monitoring and reviewing HR policies and processes and implementing changes where necessary, which includes redefining job descriptions and KPIs in line with ISO Audit requirements and local labor law.
- Managing staff accommodation and transportation (empower, Dewa, Gas) and preparing monthly basis invoices for payment.
- Processing exiting procedures and ensuring all associated exit procedures are completed. Including liaison with regional and HQ payroll for the calculations of full and final settlement, and associated clearance procedures.
- Administers benefits programs such as life, health, insurance, vacation, sick leave, leave of absence, and employee assistance.
- Providing counseling, support, and responding to the resolution of employee relations is a Support port in managing staff's probationary performance evaluation to recommend confirmation.

### Supervisor (Cash Office and Non-Food Section)

#### Majid Al Futtaim Hypermarkets (Carrefour)

- Greeting cashiers at the beginning of the shift and giving them loans for the cash counter (NPS, GMT).z
- Prepare Vouchers, reports, memos, letters, and other documents, using word processing, Telnet, Outlook, spreadsheet, database, or presentation software.
- Read and analyze incoming memos, submissions, and reports to determine their significance and plan their distribution/circulation.
- Perform general office duties, such as ordering supplies and ensuring that all required tools are available in the office.
- File and retrieve corporate documents, records, and reports for the Audit Team.
- Checking daily cash accounts and making loans and making sure all safes' cash float (Main safe, out safe, Petty cash safe).
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Request information or assistance using paging systems. And store closing process in the (TELNET).
- Serving as a focal person for contact and exchanging information/instructions with the concerned departments; ensuring adequate follow-ups with the departments on behalf of the Store Manager.
- Handling customer complaints and explaining to them very well the problem and solution for the issues (Communicate with IT, Finance & Head office Team).
- Perform various other tasks as assigned by the management from time to time.

## CERTIFICATIONS

#### ➤ Higher Diploma in English

- American Institute of Computer & Technology in Wellawatta - Sri Lanka.

#### ➤ Diploma in Computer Studies

- ICR course at Linkway Institute in Panadura - Sri Lanka

#### ➤ Diploma in Marketing Management

- Grantan Multinational Company in Dehiwala - Sri Lanka