



MADHU MOHANKUMAR PILLAI

Contact: +971 544344814 E-mail: madhupillai29@gmail.com. DUBAI, UAE.

HR OFFICER /ADMINISTRATIVE/ OFFICE EXECUTIVE/ OFFICE COORDINATOR

Highly motivated, result oriented professional with experience of around 15 years of working in diverse business environments that demand strong organizational, technical and interpersonal skills, along with the demonstrated ability in HR ,operation Manager, Business Performance Manager, Administration, leasing manager, Pro, Accountant, and Clients Service. Ability to diplomatically resolve company issues if any and defuse tension. Effective at collaborating with others to achieve established goals. Possess strong management skills, ability to interact with cross-functional departments, with a high degree of professionalism, discretion and problem resolution capabilities.

AREAS OF EXPERTISE

- | | | |
|---|--|--|
| ✓ <i>Excellent Interpersonal Skills</i> | ✓ <i>Communications Skills</i> | ✓ <i>Administration & Account Management</i> |
| ✓ <i>Cross-Cultural Communication</i> | ✓ <i>Clients Service</i> | ✓ <i>Event Planning & Organizing</i> |
| ✓ <i>Self-Motivated & Target Oriented</i> | ✓ <i>Business Development</i> | ✓ <i>Market Analysis and Study</i> |
| ✓ <i>Facility Management</i> | ✓ <i>Clients Relations & Support</i> | ✓ <i>PRO and legal service</i> |

CORE COMPETENCIES

- Key Administration-Management, along with Cross-Cultural Communications, and team leadership.
- Well, planned and organized in order to execute the job, this enables the client retention.
- Willing for the new task and new capacity to adapt to changing demands and conditions.
- Demonstrate respect towards managing director and follow their instructions effectively.
- Excellent oral and written communications, with an ability to communicate and correspond effectively.
- Effective leadership skills and makes a positive contribution to team projects.
- Team player with excellent interpersonal skills with an ability to work under pressure.
- Demonstrated management skills in supremely high-stress scenarios where failure was not an option.
- Uncompromising work ethics and natural sincerity have helped create consistent performance and have won loyal support and motivation of managing director, clients, employees, and staff.

CAREER SNAP SHOT

- | | |
|------------------------|--|
| Feb 2021 to Till now | HR Officer Marmum Dairy Farm LLC |
| Oct 2018 to Jan 2021 | HR Coordinator Marmum Dairy Farm LLC |
| Oct 2016 to Jan 2018 | Business Development Officer & Operation Executive Al Shamil Foodstuff Trading L.L.C (RTA SMART SHELTER PROJECT, http://www.smartshelter.ae/key-contacts) |
| July 2008 to Aug 2016 | Office Administrator, Milan group(contracting, Transporting, solar power, Sharjah, U.A.E. (http://www.milangroupuae.com/public_home_view.html#)) |
| June 2005 to DEC 2006 | Accountant &Administrator , Sunil Hi Tec, India. |
| May 2004 to April 2005 | Management Trainee, Shivashakti Bio-Tec, India. |

HR Officer

- Managed day-to-day human resources tasks and responsibilities to facilitate operations.
- Prepared job postings, organized job fairs, and conducted interviews for potential candidates.
- Managed employee records, payroll data, benefits information, performance reviews, and other HR documents.
- Served as a resource for employees regarding questions about benefits eligibility or coverage.
- Prepared and maintained employment records related to events, such as hiring, termination, leaves, transfers, and promotions, used human resources management system software.
- Interpreted and explained human resources policies, procedures, laws, standards, and regulations
- Addressed employee relations issues, such as harassment allegations, work complaints, or other employee concerns.
- Scheduled and conducted new employee orientations
- Maintained and updated human resources documents, such as organizational charts, employee handbooks and directories and performance evaluation forms
- Assisted in the training of new employees on company policies and procedures.
- Evaluated selection and testing techniques by conducting research and follow-up activities and conferring with management and supervisory personnel.

Business Development Officer

- Forecasted sales numbers to gauge product and campaign success

- Monitored competitor trends and market shifts to maintain company relevance
- Arranged in-person meetings and visited with clients to improve success of sales pitches
- Cold called potential customers to generate leads
- Attended industry events and conferences to attract potential customers and increase brand awareness
- Built and established strong relationships with customers, enabling long-term partnerships
- Trained new employees on company policies and strong sales techniques
- Updated and expanded client databases within assigned territory
- Provided product information to customers and aligned products with customer needs to boost satisfaction
- Stayed current on customer trends and requirements
- Followed up with customers after sales to gain feedback.

Office Administrator

- Assisted with developing workplace safety procedures
- Supported meetings by scheduling conference rooms and setting up equipment
- Fostered relationships with vendors to expedite orders, repairs and maintenance
- Delivered quality customer service to staff and customers
- Assisted company executives by preparing reports and presentations
- Created staff schedules based on established guidelines and priorities
- Cleaned and organized office, maintaining orderliness and reducing contamination
- Conducted performance reviews for staff employees
- Collaborated with IT department to order and maintain computer technology
- Oversaw travel management structure to facilitate business travel
- Supervised administrative staff, driving front office operations and continuous workflow
- Implemented office procedures, creating streamlined processes
- Optimized office policies, meeting internal needs while upholding organizational standards
- Resolved issues with departments regarding business office procedures

QUALIFICATION & SKILLS

Educational Qualifications

2004	Master of Industrial Relation and Personnel Management from Nagpur University, India.
2002	B.COM from Nagpur University, India.
1999	H.S.C from Nagpur University

I.T. Skills

MS Office Word, Excel, PowerPoint, Access, Outlook, Publisher and Internet Explorer, MS Windows.

Oracle

Saga

Languages Known

English

Hindi

Marathi

Malayalam

Interests & Hobbies

Traveling, music, reading, socializing.

PERSONAL DETAILS

Nationality	: Indian
Passport No	: N9877001
Visa Status	: employment visa
Marital Status	: Married
UAE Driving License	: yes
Gender	: Male
DOB	: 29/03/1980

*Supporting Documents and References will be provided on request *