




MBZ City, Abu Dhabi, U.A.E 

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Pooja Vijaya Kumar Suvarna

10+ years of Working Experience. Detail Oriented Office Administrator and Human Resources Professional with up to 4 years of experience in ensuring offices run smoothly, well versed in designing and administering recruiting, on boarding and compensation plans and upto 7 years in Banking Operations & Customer Service/ Documentation. Forward-thinking individual with refined interpersonal and multitasking skills. Looking to join a progressive organization as a human resource specialist/Office Administrator to provide high end administrative support in the human resources department and increase office efficiency.

Experience

OCTOBER 2022 – JUNE 2023

H R Assistant/Amazon Logistics, DDB7, Al Quoz, Dubai, U.A.E

- Providing support on Pre Hiring & Post Hiring Activities. Meet & greet new joiners, co ordinate and provide day to day attendance to the WFS team & ensure Badges are provided to associates & their bank details are provided to Payroll team.
- Providing access to Transportation & managing current headcount & Bus Allocation.
- Manage & obtain responses from No Call No Show associates, the reason for their attrition & report the same to PXT. Ensuring Associates receive accurate salaries & on time.
- Recieve & tackle any requests or grievances within 24 hours. Manage communication of last working day to shortlisted associates and provide support in collecting badge & locker Key.
- Provide support to Associate in case of illness or injury on site. Focal point of contact for any communication based on business need such as schedule change, shift extension, OT requirement, Engagement Communication, etc.
- Address concerns & maintain Emergency contact Numbers of Associates and support PXT for announcements & Engagements.

AUGUST 2020 – MARCH 2022

H R & Admin Executive/Poly Flex Industries, Mumbai, India

- Coordinate with IT department to update and automate several onboarding tasks, streamlining new hire processes and increasing new employee satisfaction rate.
- Cut benefit costs by through negotiating for improved contracts with leading healthcare providers, ensuring benefits were not allocated to non-eligible employees.
- Shadow and help conduct employee interviews across 20+ positions, develop user friendly application forms and questionnaires, and construct more accurate pictures of duties and responsibilities for online job descriptions.
- Assisted new employees with on boarding training, ensuring all application forms were filled correctly and that employees understood company health benefits package. Communicated closely with Head of Operations regarding needs, concerns and issues and resolving them in the least possible time.
- Ensured Accounts payable, employee benefits, inventory and invoicing records were accurately kept and organized using ERP software.
- Created and updated spreadsheets and presentations for weekly, monthly and quarterly updates to upper management.
- Provided detail oriented administrative support to 15+coworkers and organized company events, meetings and scheduling. Developed strong relationships with insurance and healthcare partners helping the department to run smoothly. Planned and coordinated events to ensure staffing and locations were accurately accommodated and supported senior management with this.

JUNE 2013 – JANUARY 2020

Relationship Officer/The Bharat Co Operative Bank (Mumbai) Ltd, Mumbai, India

- Interact with clients on a daily basis by assisting with services such as setting up checking and savings accounts, authorizing loans, and moving money.
- Presenting and cross-selling banking services and products to existing and prospective clients, collaborating with other banking professionals to ensure high-quality client service. Resolving client queries and complaints and counsel clients on banking products and services.
- Preparing of Recommendations for Issuance of Letter of Credits & Bank Guarantees for Clients enjoying Credit Exposure and monitoring end use. Keeping Track of Expired Bank Guarantees and sending Reminders to Beneficiaries for surrendering the same.
- Promoted to Officer in September 2017 and was responsible for monitoring of Funded and Non Funded Limits utilized by Clients. Dealt with Walk In Customers as well as existing customers for Purchase and Sale of Foreign Currency as well as facilitated Inward and Outward Remittances after ensuring Due Diligence.
- Monitoring of High Value Transactions and generating & reporting of Suspicious Transactions. Allocating of Monthly Targets for mobilization of Fixed deposits and ensuring that the same is achieved. Tap references for potential clients, as well as introduce new schemes to existing clients for Investing in Fixed Deposits with high returns

MAY 2012 – MAY 2013

HR & Operations Co Ordinator/ Pipal Tree Ventures Pvt Ltd, Mumbai, India

- Assisted new employees with on boarding training, ensuring all application forms are filled correctly and that employees understood the company health benefits package.
- Scheduling off the job and on the job training sessions. Contributed to the career framework to determine job descriptions, titles, levels, competencies and career paths of all employees.
- Payroll Processing, Goal Setting & Exit formalities for Employees who have resigned as well as completion of Full & Final Settlement.
- Entering information of new hire into HRIS, updating of terminations and resignations, and processed employee changes and updates & Preparing Offer Letters, calculating CTC's based on previous experience along with agreement.

Skills

MS Office • Strong Customer Service Skills • Performance Management • Employee relations • Strategizing & Goal Setting • proficient in HRMS & other ERP systems • Proficient in Banking CRMS Finacle by Infosys & Omni by Infracore. • Engagement & Retention • Employee value & performance.

Education

2014-2016

Executive MBA in HR & Marketing/Narsee Monjee Institute of Management Studies, Mumbai, India

2008-2011

Bachelor's in Psychology/R D National College, Mumbai, India

Languages Known

English • Hindi • Marathi • Tulu • Kannada

Additional Info

Passport No-U2560596 • Visa Status-Dependent (Sponsor) Visa • Visa Validity-29.03.2026