**Valentina Christian**



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**Summary**

Personal Profile:

A smart and presentable individual, with friendly and confident attitude. Good communication skills and an excellent manner. Ability to work as a team member and can take own initiative. Able to adjust myself in any environment, ability to prioritise, punctual and reliable, motivated nature

**Highlights**

Powerpoint Maintains confidentiality

Internet Organised and people-oriented

Microsoft word/Excel New employee orientation

Exceptional communicator

Positive attitude

**Accomplishment**

* Revamped the orientation process for all new hires, which was implemented company-wide
* Worked with company systems such as Live support and diligently completed all assigned tasks, working overtime as needed.
* Provided required weekly, monthly, quarterly reports listing sales figures and client track record.
* Assisted in managing company database and verified, edited and modified member’s information
* Consistently generated additional revenue through skilled techniques.

**Experience**

**Personal Relationship Officer**

Nov 15 till Jun 16

**Anand Niketan School – Ahmedabad**

* Handling new joinees
* Maintaining the record of the attendance and salary process
* Arrange the HR paperwork for the New Joiner on the day of joining
* Holiday entitlement scans the documents, check the reference, Experience letters
* Responsible for handling petty cash.
* Coordinating with the parent for the admission
* Maintaining and scheduling day to day activities with the Trustee.

**Officer Admin (Training Department)**

June 2013 to Nov 15

**Cliantha Research Ltd. - Ahmedabad**

* Maintaining the training records and data for all the employees.
* Coordinating with the new joinees and explaining them regarding our online software and maintaining their records.
* Handling the scheduling portion and day to day operations.
* Solving the queries and problems relating to our online software.
* Coordinating various office support services and work flow with the management and employees.
* Maintain procedures manually to ensure consistent performance of routines.

**Beauty Therapist**

December 2010 to April 2013

**Kaya ltd. - Ahmedabad**

* Assigned clients to estheticians by aligning the client’s needs with the esthetician’s expertise.
* Addressed all guest complaints and referred any escalated situations to management.
* Documented any observed safety hazards and reported them to management immediately.
* Provided accurate product and merchandise information to customers. Responded to customer inquiries in a friendly and professional manner.
* Create welcome packages, scan the documents, Record, maintain and monitor attendance to ensure employee punctuality, Ensuring the best service Quality of Kaya Brand. Building professional relation with client and finding a need in them. Second Responsible Person in handling of Petty Cash.
* First Responsible Person for Machine Maintenance Part in Clinic. Dealing with the clients and handling their queries.
* Verified end-day reports against credit and cash profits.
* Selected and compiled relevant information and resources for clients to support them in overcoming mental and emotional problems.

**Office administrator cum Counsellor**

June 2009 to November 2010

**K.B.Visa and Education centre – Ahmedabad**

* Create welcome packages, provide orientations for new hires and help them in various initial processes.
* Arrange the HR paperwork for the New Joiner on the day of him/her joining like Employment Agreement, Employment Application form, Employment Handbook, preparing appointment letter, Acknowledgement form, job descriptions, salary scales and competency appraisal measures and systems, training and career development, Absence, lateness, accident, medical and disciplinary records with details of formal warnings and suspensions, termination record.
* Holiday entitlement scans the documents, check the reference, Experience letters
* Conduct telephone and onsite exit interviews for all employees
* Worked closely with HR business partners to facilitate year-end talent reviews and articulate team strengths.
* Helped training and development staff with all aspects of training coordination.

**Key Competencies and Skills**

**Professional**

* Working in fast paced, high transaction volume environment.
* Ability to organize & administer workload within any setting.
* Ability to communicate effectively in English, both orally and in writing.
* Able to work on multiple projects simultaneously.
* Tactfully resolves disputes.
* Handling all confidential information in a professional manner.
* Having in depth conversations with people over the phone & face to face.

**Personal**

* Able to work closely with other professionals as part of team
* Strong influencing and communication skills.
* Ability to pickup new skills and knowledge quickly
* Can function in a fast-paced environment.
* Thinking laterally to create options and solutions
* Positive ‘can do’ attitude towards work.

**Education**

“Master of Business Administration” (Human Resource) from Sikkim Manipal University, 2014

Bachelor of Science (Hotel Management and Tourism) from Annamalai University, Chennai in May 2009

12th (Commerce Stream) from JL High School GSHEB, Ahmedabad in March 2005

10th from Nelson High School GSEB, Ahmedabad in March 2001

**Personal Details**

**Date of Birth :** -3rd June 1986

**Gender :** - Female

**Marital Status :** -Married

**Language Proficiency :** -English, Hindi, Gujarati.

**Hobbies** :- Music and playing indoor games

**Philosophy :** - Patience is the key to success.