

MOURIEEN RATHOD

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CAREER OBJECTIVE

To get the challenging Position within an organization where I could use my skills more professionally and efficiently for betterment of the organization & personal growth.

SUMMARY

Dedicated individual with in-depth experience in industry. Maintains professional appearance and expertly completes assigned tasks with focus on quality. Dependable and quick-learning team player with effective communication and organization skills. Highly skilled handling personnel management, Event management & Training.

HIGHLIGHTS

<ul style="list-style-type: none">• Initiator & Leader• Event Management• Training• Employee Engagement	<ul style="list-style-type: none">• Team Management• Coordination• Team Building• Corporate Engagement	<ul style="list-style-type: none">• Customer Relationship• Hospitality• People Oriented Service• Employee Enrichment
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WORK EXPERIENCE

Azure Knowledge Corporation
Ahmedabad

Manager - Corporate & Engagement

April 2023 to August 2023

- Strategize. Develop & Manage the Employee Engagement for the organization by implementing initiatives to enhance employee satisfaction, motivation, and productivity. By executing multiple activities, like team-building, recognition programs, training and development opportunities, and employee feedback mechanisms etc.
- Planning the digital marketing calendar in terms of social media, considering the organizational objective & value for their stakeholders.
- Develop, Manage & Execute the stake holder management, to build and maintain relationships with key stakeholders, including executives, employees, clients, customers, and external partners. This involves effective communication, addressing concerns, and ensuring their interests align with the organization's objectives.
- Plan and execute corporate events such as conferences, seminars, town halls, and employee appreciation events. This includes managing, budgeting, coordinating with vendors, and ensuring a seamless experience for attendees.
- Manage the budget allocated for corporate activities and employee engagement initiatives. Optimize resource allocation to ensure efficient utilization and maximize the impact of initiatives.
- Promote a strong corporate culture that aligns with the organization's values and fosters a sense of pride and belonging among employees. Encourage a diverse and inclusive work environment where employees can thrive and contribute their best.
- Support organizational change initiatives by effectively communicating changes, addressing employee concerns, and providing necessary training and support. Help employees adapt to new processes, systems, or organizational structures.
- Implement internal communication strategies to facilitate clear internal communication, promote values, and drive employee engagement in company initiatives.
- Drive CSR initiatives and programs by identifying social and environmental causes aligned with the company's values. Collaborate with various departments to implement sustainable practices, community outreach programs, and volunteer activities.
- Assist in Developing metrics and key performance indicators (KPIs) to assess the effectiveness of corporate initiatives and employee engagement programs. Regularly analyze data and generate reports to track progress and identify areas for improvement.

Cadila Pharmaceuticals Limited

Corporate HO, Ahmedabad

Deputy Manager - HR

Jan 2017 to Oct 2022

- Conducted onboarding to help new hires adjust to administrative and performance aspects of jobs.
- Supporting employee engagement initiatives in organization viz Birthday Bash, Diwali Celebration, Women's Day, etc
- Supporting Learning initiatives by preparing the Training Calendar for the year.
- Coordinating & facilitating activities related to Training & Development.
- Maintaining the Training Records, Handling internal communication with employees & Grievance management .
- Identifying training needs for business units and individual executive coaching needs.
- Conducting weekly meetings with respective business units.
- Answered central telephone system and directed incoming calls to internal personnel and departments, routing to best-qualified department.
- Attended large volume of incoming calls daily to resolve customer issues and schedule appointments.
- Generated reports and typed letters in Word and prepared PowerPoint presentations.
- Coordinated office activities and operations, secured compliance to company policies and welcomed, screened and routed guests.
- Updated reports, managed accounts and generated reports for company database.
- Scheduled meetings, coordinated with invitees and organized logistics, technology and refreshments for executive management and customers.
- Wrote professional and error-free letters, memoranda and other business documentation to support office needs.

Admin Executive

- Answered central telephone system and directed incoming calls to internal personnel and departments, routing to best-qualified department.
- Attended large volume of incoming calls daily to resolve customer issues and schedule appointments.
- Generated reports and typed letters in Word and prepared PowerPoint presentations.
- Coordinated office activities and operations, secured compliance to company policies and welcomed, screened and routed guests.
- Updated reports, managed accounts and generated reports for company database.
- Scheduled meetings, coordinated with invitees and organized logistics, technology and refreshments for executive management and customers.
- Wrote professional and error-free letters, memoranda and other business documentation to support office needs.

Videocon Telecommunications

Ahmedabad

Admin / Front Office / Receptionist

2 Years (2014 to 2016)

- Answered multi-line phone system, routing calls, delivering messages to staff and greeting visitors.
- Prepared, Compile & Manage daily attendance report of all the employees from top to down & submitted to HR department for payroll purpose.
- Managed multiple tasks and met time-sensitive deadlines.
- Confirmed appointments, communicated with clients and updated client records.
- Responded to inquiries from callers seeking information & Resolved customer problems and complaints.
- Restocked supplies and submitted purchase orders to maintain stock levels.
- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
- Provided clerical support to company employees by copying, faxing and filing documents.
- Provided callers with address, directions, company website and related information.
- Sorted, received and distributed mail correspondence between departments and personnel.

Taj Ummed – The Gateways

Ahmedabad

Front Office Executive

7 Months (2013)

- Managed VVIP guests & delegates like Narendra Modi, Anandiben Patel, Shusma Swaraj, Navjot Singh Sidhu & Film industry celebrities.
- Liaised with housekeeping and maintenance staff to address requests and complaints made by guests.
- Kept accounts in balance and ran daily reports to verify totals, Used quick response and dynamic service

skills to build relationships with patrons and improve customer retention rate.

- Welcomed each new arrival pleasantly and confirmed reservations and identification.
- Confirmed important personal and payment information for compliance with security and payment card industry standards.
- Oversaw fast-paced front desk operations and guests' needs at busy facility.

OTHER NOTABLE PROJECTS

Organized first Zumba® event of Gujarat “Zumbathon”.

Organized Folk-Fitness Master Class.

Introduced and Organized “Meher Malik” workshop in Ahmedabad.

Organized “Dand-Ea-Fitness” Master Class in Ahmedabad.

Organized Satyaki Saha’s Reggeaton workshop in Ahmedabad.

Performed in many Government and Private Organization in Ahmedabad.

Performed at Happy Streets by Times of India in Ahmedabad.

Taught Zumba® Classes at Hitachi, Vodafone, IIM-A, Oriflame, Idea and many Organizations.

Judged multiple cultural & fitness events on city & state level, including IIM Ahmedabad

Happy Street by Times of India Group

Marathon for Gujarat Tourism in supervision of Chief Minister of Gujarat.

ACCOLADES

Awarded “WONDER WOMAN OF THE YEAR” award for the contribution in field of fitness in state of Gujarat by Times of India Group – Navgujarat Samay / Ahmedabad Mirror.

Media Coverage for various contribution in field of Fitness, Motivation, Women & Youth for:

- Print media – Times of India Group – Navgujarat Samay / Ahmedabad Mirror, Dainik Bhaskar Group – Divya Bhaskar, Sandesh, Gujarat Samachar etc.
- Radio – Radio One, Radio Mirchi & MY FM
- TV – GTPL & ETV Gujarati

Influencer & Brand collaboration for Satva Naturals Brand.

EDUCATIONAL QUALIFICATION

Certified Human Resource Management Professional [with 70%] (CHRMP)	2023
Diploma in Aviation, Hospitality and Travel Management Frankfinn Institute of Air Hostess Training, Ahmedabad	2010
Higher Secondary Certificate Cosmos Castle International School (GSEB), Ahmedabad	2008
Secondary School Certificate Cosmos Castle International School (GSEB), Ahmedabad	2006

CERTIFICATES

Licensed Senior Zumba Fitness Instructor in Ahmedabad.

Certified for

- Zumba® Basic I & Basic II
- Zumba® Glutes
- Zumba® Core
- Zumba® In the Circuit
- Zumba® Steps
- Zumba® Kids and Kids Junior.

SOCIAL RESPONSIBILITY

Associated with Akhil Bhartiya Manav Adhikar Samiti”

Associated with “I am an Eco warrior Drive”

Associated with “Pinkathon” event to support women empowerment

PERSONAL DETAILS

Gender - Female

Civil Status – Single

DOB – 5th June 1990

Language Known – English, Gujarati & Hindi

Hobbies – Reading, Dancing & Travelling