



Priyanka Rao

Front Office/Assistant HR Manager

Dedicated professional with 12+ years' work history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand. Forward-thinking and industrious with diplomatic communication style focused on maximizing engagement and satisfaction.

✉ Priyankavrao1507@gmail.com

☎ +91 8891228157 +91 6376397972

📍 India

Work Experience: -

- ✚ Assistant HR Manager, Kazan Hospitality, Pre-Opening Property, Amritsar, Punjab, Dec 2024 to Till Date

Duties and responsibilities: -

- Maintains accurate and up-to-date human resource files, records, and documentation.
 - Conducts or assists with new hire orientation
 - Maintains the integrity and confidentiality of human resource files and records.
 - Training and supporting office staff.
 - assist with payroll functions including processing, answering employee questions, fixing processing errors, and distributing checks.
 - Assists with planning and execution of special events such as benefits enrollment, organization-wide meetings, employee recognition events, holiday parties, and retirement celebrations.
 - Managing records of office expenses and costs
 - Overseeing the compliance with company's policies and security requirements
 - Ensuring compliance with labor laws and regulations
 - Preparing and presenting HR-related reports to management.
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- ✚ Front Office Manager/HR Coordinator Cygnett Park BL, Jaipur Rajasthan. July 2024 to Dec 2024

Duties and responsibilities: -

- Ensuring timely and accurate customer service
- Scheduling shifts and supervising front-office personnel including receptionists, security guards and call center agents
- Training and supporting office staff.
- Handling complaints and specific customers' requests.
- Managing mail distribution.
- Organizing office budget
- Managing records of office expenses and costs
- Overseeing the compliance with company's policies and security requirements
- Ensuring compliance with labor laws and regulations
- Preparing and presenting HR-related reports to management.

- ✚ HR/Operations Manager, Destination Point Human Resources Co LLC, Dubai. April 2024 - Present (Offsite support over the call)

Duties and responsibilities: -

- Oversaw all immigration operations to ensure strict adherence to local and international immigration policies, regulations, and procedures.
- Managed a team of immigration specialists, providing guidance, training, and support to ensure consistent delivery of high-quality services.
- Fostered strong client relationships by providing expert advice on immigration matters, addressing inquiries, and resolving issues promptly and effectively.

- Identified potential risks in immigration processes & developed proactive strategies to mitigate them, ensuring compliance & minimizing legal liabilities.
 - Demonstrated strong interpersonal skills in resolving conflicts and disputes related to immigration matters, fostering a positive and collaborative work environment.
 - Maintain the work structure by updating job requirements and implement new company policies
 - Manage & oversee the whole recruiting and hiring process. Address employees' queries on issues related to compensation & labor regulations, and all other relevant topics. Address employees' queries on issues related to compensation and labor regulations, and all other relevant topics.
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- ✚ Senior Case Processing Officer, Dearby Document Clearing Services LLC, Dubai. Aug 2022 - Present. (Offsite support over the call)

Duties and responsibilities: -

- Performed initial client assessment & analysis to begin research process.
- Monitor and prioritize cases and coordinate with Client Services.
- Assure that deadlines are met and communicate case progress/status to client and supervisor
- Draft government forms and letters, perform intake on cases, file applications,
- Review and ensure that all of the information provided by clients is accurate and correct preparing and checking all legal documents & Handle documents for outward immigration
- Supervise the completion of all relevant visa and immigration documents, ensuring that they are received within the time limit set by the government.
- Manage verification documentation & prepare necessary documents.

- ✚ Assistant General Manager cum Business Development Manager, Natura Bioscience Marketing Pvt Ltd, Cochin, Kerala, India. Oct 2018 - May 2022

Duties and responsibilities: -

- Prepare sales contracts ensuring adherence to law-established rules and guidelines.
- Promote the company's products/services addressing or predicting client's objectives.
- Provide trustworthy feedback and after-sales support, Keep records of sales, revenue, invoices etc.
- Build long-term relationships with new and existing customers.
- Cultivated customer loyalty, promoted repeat business and improved sales. Arrange business meetings with prospective clients.
- Developed community reputation through commitment to customer satisfaction and strong client relationships.
- Recommended products to customers, thoroughly explaining details.

- Answered average number of calls, emails and faxes per day, addressing customer inquiries, solving problems and providing product information.

✚ Business Development Officer & Immigration Coordinator, Polinsys Pvt Ltd, Cochin, Kerala, India. Sept 2015 - Sept 2018

Duties and responsibilities: -

- Assists with required immigration postings online & on-site, including tracking, filing & record-keeping. Prepares and maintains compliance documents
- Creates, organizes, and maintains electronic documents, databases and file systems for audit compliance and tracking support
- Responsible for managing the general Immigration inbox and responding to simple inquiries or escalating as needed
- Support immigration processes, policies, and protocols. Assist in resolution of case-specific concerns
- Assists with preparing documentation related processes, procedures & other tasks assigned.
- Implemented quality assurance measures to maintain the highest standards of accuracy and compliance in immigration operations, conducting regular audits and reviews.

✚ Admin Manager, Natura Bioscience Marketing Pvt, Ltd, Cochin, Kerala, India. Aug 2012 - Jan 2015.

Duties and responsibilities: -

- Oversee the day-to-day operations of the office, including managing supplies, equipment, and facilities to ensure a productive work environment.
- Provide administrative support to executives, managers, and teams as needed, including scheduling meetings, managing calendars, and handling correspondence.
- Assist with HR-related tasks such as recruiting, onboarding, and maintaining employee records. This might include coordinating interviews, processing paperwork, and facilitating employee training.
- Maintain accurate records and documentation, including contracts, agreements, and other important documents. Ensure that all records are organized and easily accessible when needed.
- Liaise with vendors and service providers to ensure timely delivery of goods and services. Negotiate contracts and agreements as needed, striving to obtain the best value for the company.

✚ Admin Manager, I-net Infotech, Cochin, Kerala, India. Feb 2009 - Mar 2012.

Duties and responsibilities: -

- Plan, coordinate and manage all administrative procedures and systems
- Allocate responsibilities and office space
- Assess staff performance Ensure the smooth and adequate flow of information within the company
- Provide coaching and guidance to ensure maximum efficiency

Skills & Competencies: -

- Tactful and **intelligent to handle client objections** or questions or queries in any way.
- **Problem solving mindset**, proactive in nature with excellent

initiating capability for completion of tasks.

- **Strong negotiation** skills to achieve best possible outcomes in all interactions
- Familiarity with software such as **Microsoft Excel**, Word, PowerPoint Presentations.
- **Competitive attitude** with inquisitive nature to **drive improvements in a team**.
- **Client Engagement/Management** skill to effectively prioritize and execute critical tasks.
- Possessing a **pleasing manner, having honest commitment to schedule** & capability to maintain good relationship with

Skills: -

- ✚ Client Management
- ✚ Excellent client management ability
- ✚ Tactful and intelligent to handle client cases
- ✚ Time management
- ✚ Business development
- ✚ Leadership and team management
- ✚ Customer service
- ✚ Market analysis

Main Activities: -

- ✚ Help create the Human Resources department budget and control expenses
- ✚ Monitor staffing to manage costs Recruitment of staff as per NHOP Manning guide and made sure the ratio should not go beyond 1:0.52.
- ✚ Designing hiring plans for all hotel departments based on seasonal needs.

Education: -

- ✚ Diploma in Civil Engineering,
Almighty Institute of Management & Technology
(2004)

Languages: -

- ✚ English, Hindi, Kannada, Malayalam

Interests: -

- ✚ Travelling

Permanent Address:-

- ✚ Opp Adarsha Hospital, APMC Road, Puttur
574201, Dakshina Kannada
District, Karnataka