



# INDU SREEKUMAR

## HR and Administrative Assistant

A highly motivated and adaptable administrative assistant with over 10 years of experience in HR and administration. Possessing exceptional skills in managing office workflow procedures, handling customer complaints, and maintaining both electronic and physical company documents. Proficient in applications such as MS Office and experienced in managing HR activities including payroll, recruitment, training, and performance management.

### PERSONAL INFORMATION



Phone : +971552302613



Email : Induks31@gmail.com



Nationality : Indian



Material Status : Married



Visa Type : Employment



Date Of Birth : Dec-1988



### EDUCATION

- Master of Hospital Administration – 2012  
University College of Medical Education
- B Sc Zoology – 2009  
Mahatma Gandhi University, Kottayam

### LANGUAGES

- English
- Malayalam
- Hindi

### PROFESSIONAL EXPERIENCE

#### GRAPHIC INTERNATIONAL CENTER LLC, (DUBAI)

##### Sales coordinator & Product Executive | Mar 2023 to Pres

Key responsibilities:

- Improve sales team productivity by scheduling appointments and providing up-to-date support materials.
- Handle urgent communications, customer inquiries, and coordinate delivery schedules when sales representatives are unavailable.
- Thoroughly process orders, verifying pricing, discounts, and product details to ensure accuracy.
- Collaborate effectively with various departments to streamline sales, marketing, and delivery operations.
- Establish and maintain organized filing systems for comprehensive sales records and financial reporting.
- Manage the placement of machine orders through the Richo portal, demonstrating expertise in this specific aspect of sales coordination.
- Assisting the procurement department with local purchases.
- Skillfully negotiating with vendors to secure optimal material prices.
- Coordinating purchasing initiatives across company departments to ensure uniformity in approach and execution.

#### GRAPHIC INTERNATIONAL CENTER LLC, (DUBAI)

##### Administrative Assistant | Mar 2015 to Mar 2023

Key responsibilities:

- Worked as a Vendor Support Coordinator for the MPS Project at PETROFAC INTERNATIONAL LIMITED-SHARJAH, effectively managing vendor relations and facilitating seamless project operations.
- Implement and maintain efficient office workflow procedures to optimize productivity and minimize downtime.
- Manage all incoming and outgoing phone calls, emails, and correspondence, and respond promptly and professionally to customer inquiries, complaints, and issues.
- Allocate and coordinate service calls to engineers to ensure all agreed service level agreements (SLAs) are met and customer needs are fulfilled.
- Review, update, and organize company documents (electronic and physical) for easy employee and client access.
- Manage document flow, create ad-hoc project reports.
- Use software like TSRM, TCS Cloud Plus, Dynamics NAV, Orion, and SAP for customer complaints, stock tracking, and generating orders, invoices, quotes, and sales returns.
- Track orders, ensure timely delivery, and collaborate with vendors for purchasing needs and terms negotiation.

## ACHIEVEMENTS

- Developed and implemented a new employee training program that improved staff retention by 25%
- Successfully negotiated a new healthcare plan for employees, resulting in a 20% decrease in costs for the company
- Developed and maintained strong relationships with key stakeholders, including clients, vendors, and internal departments
- Implemented an electronic filing system that reduced document retrieval time by 50% and saved the company \$10,000 annually in paper and printing costs
- Conducted account reconciliations to ensure that all transactions were properly recorded and accounted
- Streamlined the CEO's calendar and travel arrangements, saving the executive team an average of 5 hours per week and improving overall productivity.

## SOFT SKILLS

- MS Office: A suite of productivity software including Word for word processing, Excel for spreadsheet creation and data analysis, PowerPoint for presentations, and Outlook for email management
- TSRM (IBM), TCS Cloud Plus : Monitoring manage and resolve customer complaints or issues
- Dynamics NAV & SAP : Manage financials, supply chain, and operations of day by day business activities
- Zoom, Microsoft Teams : For remote meetings, webinars, interviews, and other collaborative activities

## SPECIALISTS' HOSPITAL (INDIA )

*Human Resource Officer | Dec 2013 to Dec 2014*

Key responsibilities:

- Manage various aspects of human resources, including payroll, recruitment, training, and development.
- Administer payroll and maintain accurate employee records.
- Participate in the recruitment process by preparing job descriptions, posting ads, and managing the hiring process.
- Handle employee grievances and implement disciplinary procedures when necessary.
- Develop and implement training and development programs for employees.
- Conduct regular salary reviews to ensure fair and competitive compensation.
- Create and maintain employee personal files and manage the induction program for new hires.
- Prepare salary and increment lists, and ensure timely and accurate payment to employees.
- Monitor employee attendance through biometric evaluation and maintain accurate records of employee leave.
- Screen incoming phone calls, emails, letters, and personal visits related to job inquiries.
- Provide guidance and support to management on HR related matters, including but not limited to employee relations, performance management, and talent acquisition

## AHALIA FOUNDATION EYE HOSPITAL (INDIA)

*Assistant Administrator | Mar 2012 to Aug 2013*

Key responsibilities:

- Manage and supervise the Medical and Paramedical departments, including In-patient and Outpatient departments.
- Prepare daily reports and information systems to maintain accurate records and ensure smooth operations.
- Monitor and supervise patients during various indoor and outdoor eye camps.
- Prepare Key Performance Indicators for JCIA inspections.
- Schedule duties for doctors in the Operation Theatre.
- Read and route incoming mail, as well as prepare correspondence on behalf of staff.
- Conduct orientation programs for new staff in the administration department.
- Provide administrative support to senior executives, including scheduling meetings, managing calendars, and arranging travel.
- Monitor and maintain office inventory, including supplies and equipment.

## PROFESSIONAL SKILLS

- |                              |                           |
|------------------------------|---------------------------|
| Time management              | Communication skills      |
| Problem-solving abilities    | Attention to detail       |
| Teamwork and collaboration   | Organization skills       |
| Adaptability and flexibility | Leadership skills         |
| Technical proficiency        | Creativity and innovation |
| Analytical skills            | Multitasking capabilities |
| PM expertise                 | Strategic thinking        |