

Sinan Chilwan

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PERSONAL SUMMARY

Innovative Human Resources Executive with a proven track record of driving growth and improving operations through proactive leadership and data-driven HR strategies. Skilled in HRIS, recruitment, retention, benefits administration, and organizational development. Experienced in personnel management, compensation, and HR record maintenance. Adept at enhancing employee engagement and fostering a positive work environment to support organizational success.

KEY COMPETENCIES

Talent Acquisition & Recruitment	Benefits Administration	HR Administration & Documentation
Employee Relations & Engagement	Succession Planning	Oracle HCM
HR Policies	Organizational Development	Payroll & Compliance
Communication & Interpersonal	Problem Solving & Analytical	Proficient in MS Office

PROFESSIONAL EXPERIENCE

HR Executive

Infidocs Technologies Pvt Ltd, Pune – [Feb 2024 – Aug 2024]

- Spearheaded the entire recruitment process for a diverse range of positions, Including IT roles, from drafting and posting job advertisements to conducting detailed candidate screenings and interviews. Provided employee engagement support through the organization of company events and resolution of employee grievances.
- Oversaw the smooth integration of new employees into the organization by managing all aspects of the onboarding process, including preparing necessary documentation, conducting orientation sessions, and facilitating access to company resources. Ensured that all administrative processes were completed in compliance with HR policies.
- Played a key role in promoting a positive workplace culture by organizing team-building activities, company events, and recognition programs to enhance employee morale. Acted as a liaison between employees and management to resolve grievances, fostering open communication and maintaining employee satisfaction.
- Supported payroll operations by ensuring accurate and timely processing of employee salaries, deductions, and benefits. Maintained compliance with local labor laws and HR regulations, safeguarding the organization from legal risks and ensuring fair compensation practices.
- Managed HR analytics and reporting by tracking key performance indicators related to recruitment, employee engagement, and payroll operations. Analyzed data to identify trends and areas for improvement, providing actionable insights to enhance HR strategies and decision-making processes.

Finance Advisor

Tech Mahindra Ltd., Pune – [Apr 2022 – Dec 2023]

- Handled customer inquiries related to payments, refunds, and billing issues for UK clients. Resolved 150+ customer inquiries monthly, leading to a 20% increase in overall client satisfaction ratings through effective communication and issue resolution strategies.
 - Developed and implemented comprehensive communication strategies to enhance client understanding of financial processes, including providing clear, simplified explanations of financial products and services.
 - Created and distributed user-friendly guides and tutorials to improve client comprehension of billing and payment procedures, resulting in reduced misunderstandings and fewer follow-up inquiries.
 - Collaborated with cross-functional teams, including finance and customer service, to address and resolve complex financial and account-related queries efficiently, ensuring a seamless customer experience.
 - Monitored and analyzed client feedback and interaction data to identify common issues and trends, using insights to improve communication strategies and enhance overall client support and satisfaction.
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EDUCATION

MBA in Human Resources (Minor: Finance)

Sinhgad Institute of Business and Research, Pune – [Graduated: July 2024]

BBA in Finance

Abeda Inamdar Senior College, Pune – [Graduated: July 2022]

PROJECT

Enhancing Employee Engagement Strategies

- Conducted an in-depth study on employee engagement strategies, focusing on methods to improve employee satisfaction and retention in the workplace.
 - Analysed various engagement models, including reward and recognition programs, team-building activities, and feedback mechanisms.
 - Developed actionable recommendations for encouraging a supportive workplace, increasing employee motivation, and enhancing overall organizational performance.
 - Presented findings to academic supervisors, demonstrating strong research, analysis, and presentation skills
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CERTIFICATIONS

Human Resource: Payroll From LinkedIn

Interviewing Techniques From LinkedIn

TCS iON Edge - Young Professional From TCS iON

Advanced Excel From Aims Computer Institute

PERSONAL INFORMATION

Nationality: Indian

Visa Status: Visit Visa (Active)

Language: English (Fluent),

Hindi (Fluent)

Arabic (Beginner)

Urdu(Fluent)