

# PREEMA MISHAL LEWIS

## HR & Administrative Professional

Dynamic Office Manager with 08+ years of experience optimizing office operations and enhancing team productivity. Recognized for implementing cost-saving strategies and improving administrative processes. Possess strong background in HR functions and facility management, driving employee satisfaction and operational efficiency. Dedicated and proactive professional with a solid understanding of HR & Office management principles, aiming to utilize my exceptional communication and organizational skills in an Office Manager capacity to streamline office functions and facilitate a positive work environment



✉ preemamishallobo@gmail.com

📍 Damac Suburbia, Jebel Ali Downtown., Dubai, UAE

🌐 linkedin.com/in/preema-mishallobo-740502b7

☎ +971 568783477

📅 02 July, 1992

## WORK EXPERIENCE

### HR & OFFICE MANAGER

RETAIL PRO INTERNATIONAL LLC, Dubai, UAE

06/2019 - Present

#### Achievements/Tasks

- Oversee daily administrative operations to ensure efficiency and effectiveness. Manage and maintain digital filing systems, ensuring confidentiality and easy retrieval of documents. Coordinate with the accounts department and the management to set budgets, monitor spending and process payroll
- Manage all aspects of the human resources department, onboarding till offboarding of 600+ employees, providing strategic and day-to-day support and guidance to management and employees
- Act as the senior leadership figure and line manager for the business service team and function, providing training, development and coaching. Taking a proactive approach to scheduling meetings, appointments, and coordinating calendars for the team, ensuring efficient use of time
- Serve as the primary point of contact for internal and external communications. Taking a proactive approach to scheduling meetings, appointments, and coordinating calendars for the team, ensuring efficient use of time. Preparation of reports to the CEO, presentations, and correspondence
- Assist with the onboarding and orientation of new remote employees. Maintain and update employee records and assist with HR-related inquiries
- Overseeing payroll, Final settlement, Increment, leave accruals and other employee benefits. Handling all employee benefits and liabilities, including health insurance. Responsible for outlining the performance appraisal process, which is then implemented by senior management
- Coordinate training sessions and professional development opportunities for remote staff. Oversee the maintenance and functionality of remote office tools and technology. Management of office supplies inventory and orders as needed. Maintain office efficiency by planning and implementing office systems. Design and implement office policies by establishing standards and procedures
- Proactively managing communication channels within the office and with external stakeholders, ensuring effective and timely communication
- Oversee accounts, payment follow-ups, and reminders for all region. Account management for direct clients, such as providing quotations and billing. Issuing promo codes to partner clients and direct clients. Representing the organization in government agencies such as Etisalat, DEWA, etc. in matters related to the office
- Providing proactive administrative support such as managing correspondence, handling inquiries, and maintaining office supplies, preemptively addressing potential issues

## AREAS OF EXCELLENCE

Office Administration and Procedures

Financial Record Keeping and Budget Management

Human Resources Management (HRM)

Onboarding & Induction

Training & Development

Compensation & Benefit

Payroll Management

Calendar Management

Quality management

Performance Management

Reporting & Dashboard

Employee Grievance Management

Resource scheduling and space utilization

Bookkeeping and Accounting Software (e.g., QuickBooks)

Project Management

Database Management

Inventory Control and Supply Management

Customer Relationship Management (CRM)

Vendor management and negotiation

Exit Management

Microsoft Office including Word, Excel, and PowerPoint

## PROFILE SYNOPSIS

- Highly efficient Office Manager with over 08+ years of experience in streamlining office operations, enhancing administrative processes, and leading support teams in high-paced environments.
- Adept at managing both human resources and administrative functions, with a strong focus on developing and enforcing office policies that promote company culture and vision. Recognized for successfully recruiting and training administrative staff, as well as implementing innovative scheduling systems that increased operational efficiency

## WORK EXPERIENCE

### HR & ADMINISTRATIVE COORDINATOR AIRBORNE SYSTEMS FZE, Dubai, UAE

06/2016 - 06/2019

#### Achievements/Tasks

- Responsible for the full employee life cycle from recruitment, induction to exit and Managing Administrative for HR & Admin Department and involved in the day-to-day operations
- Handled correspondence, phone calls, and emails. Assist in HR functions such as onboarding new employees and maintaining employee records
- Liaised with vendors, clients, and service providers. Ensured office compliance with company policies and procedures. Supported the management team with various projects and tasks
- Supervised day-to-day operations of the administrative department and staff members. Supervised for employees Training Card, Food, Accommodation and Transportation Services
- Managed office operations and administrative functions, such as managing correspondence, organizing files, and ordering supplies. Coordinate and schedule meetings, appointments, and events. Maintained office supplies inventory and place orders as needed

## AWARDS

Accredited with "Employee of the quarter month in 2016"

Bagged twice "Employee of the year 2022 & 2023" from Dubai Branch

## EDUCATION

### MASTER'S IN BUSINESS ADMINISTRATION APEX INSTITUTE OF MANAGEMENT AND TECHNOLOGY, INDIA

04/2015

### DIPLOMA IN COMPUTER SCIENCE ENGINEERING KARNATAKA GOVT POLYTECHNIC, INDIA

04/2013

## SOFT SKILLS

Communication Skills

Leadership Skills

Interpersonal Skills

Team Management

Operational Excellence

Critical Thinking

Problem Solving

Analytical Skills

Business Acumen

## PROFILE SYNOPSIS

• Accomplished HR department operations director responsible for recruitment, employee relations, performance management, and new employee orientation. Train HR specialist on payroll and benefits administration, maintain employee records and manage corporate HR initiatives including diversity recruitment and employee retention.

• Specializing in coordinating office administration and procedures to ensure effectiveness and reliability. Expert in managing office budgets, contract negotiations, and fostering professional relationships with clients, leading to a 40% increase in client satisfaction and retention.

• Developed extensive solutions to smoothen the onboarding, compensation and benefit and exit interview process.

• Emphatic and understanding individual, driven by the purpose of making an employee's relationship with the organization frictionless. Vouched for implementation of 360-degree feedback in the organization to improve working relationships and ensure their concerns are addressed. Involved at all levels of HR management to ensure that employees and management are on the same page.

• An excellent communicator with a personable quality to develop communication lines in a workplace dealing with changing processes and systems.

## PERSONAL INFORMATION

Nationality: Indian

Marital status: Married

Religion: Christian Catholic

Visa status: Employment Visa DMCC

## LANGUAGES

English

