

PADMA KALAVANI A K

44, R R Layout, R S Puram, Coimbatore Tamil Nadu, India - 641002

E-mail: ak_padma79@yahoo.com Contact: +91 9789543056

Objective:

Seeking a challenging position to utilize my skills and abilities in an organization that offers professional growth for mutual benefit.

Summary:

- Dedicated professional with five years of experience managing an entire spectrum of human resource programs, services and functions, two years in TQM implementation and two years in customer service and content management.
- Deft in handling and maintaining healthy relationships with people, institution and corporate achieving high employee satisfaction.
- Effective communicator with excellent relationship building, interpersonal skills, strong analytical, problem solving and organizational abilities.

Key Skills:

HR Generalist Affairs	Employee Training & Development
Employee Recruitments	Performance Appraisals
Employee Counselling	Employee Relations
TQM (Total Quality Management)	LEAN
Customer Service	Content Management

Strengths:

- Effective team builder with strong leadership qualities.
- Ability to relate to people at any level of business and management.
- Ability to analyze and understand the business process and strong learning ability.
- Highly motivated to learn new concepts and apply them in my job.

PROFESSIONAL EXPERIENCE:**Current Employment: Since Jun 2016**

Operations Manager: Zrava Creative Concepts - Coimbatore.

Job Profile:

- Handling recruitment, reference checks, joining formalities, induction programmes and ensuring adherence to HR policies and procedures.
- Maintaining details regarding salary and processing monthly payroll.
- Clients servicing.
- Bridging client requirements to the creative team.
- Content drafting for advertisement in various medias like print, social media, website, etc.
- Collaborate with clients, marketing and creative team to create innovative and relevant content.
- Researching trends relevant to the target market and ensure content remains fresh.

Previous Employment: Feb 2014 - Mar 2016

Executive - Management Systems: Sandfits Foundries (P) Ltd - Coimbatore.

Website: www.sandfits.com.

Job Profile:

- Designing and standardizing TQM (Total Quality Management) formats and methodology.
- Training and educating employees in TQM concepts and practices.
- Facilitating TQM activities for the company
- Supporting the management in reviewing and evaluating KPIs of employees and departments.
- Evaluating employees and departments in TQM implementation.
- Auditing TQM practices
- Planning and implementing TQM promotional activities.
- Planning and organizing for monthly Management Review Meetings (MRM).
- Preparing and updating Annual Business Plan (ABP) and organizing for monthly, quarterly and annual business plan meetings.
- Preparing MIS reports.

Achievements:

- Successfully implemented TQM across all levels.
- Coordinated for on time completion of KPI reviews of all employees month-on-month.

Previous Employment: Nov 2012 -Jan 2014

Centre Manager: Frameboxx & Networxx - Coimbatore.

Website: www.frameboxx.in and www.networxx.in.

Job Profile:

- Responsible for revenue generation based on student enrollments.
- Planning and executing business development activities, guiding and allocating the team in order to achieve the monthly target.
- Brand promotions (identify the potential crowd and place and organize for promotional activities through advertisements, banner, posters, leaflets and TV Program's).
- Organizing and conducting seminars in colleges.
- Preparing MIS reports.
- In-charge of branch operations like counselling students on career opportunities, batch allotment for staff, co-coordinating with corporate for student placement, recruitment of faculty and admin staff, billing/account reconciliation, etc.
- Social Media Marketing.

Previous Employment: Feb 2011 - Oct 2012

Sr. HR / Admin Executive: SIERRA ODC (P) Ltd - Coimbatore.

Website: www.sierratec.com

Job Profile:

- Managing the complete recruitment life cycle for sourcing the best talent from diverse sources after identification of manpower requirements for new / existing departments.
- Handling recruitment, reference checks, joining formalities, induction programmes and ensuring adherence to HR policies and procedures.
- Identifying training needs through interaction with the departmental heads, organizing them and obtaining trainees feedback to determine the effectiveness of training.
- Planning and executing performance appraisals, keeping track of probation and confirmation dates, analyzing the basis of increments and promotions and preparing / issuing the annual increment / promotion letters.
- Maintaining details regarding salary and processing monthly payroll.
- Responsible for issuing all types of letters viz. Appointment letters, Employment certificate, Termination letters, Experience letters and Warning letters etc. to the concerned employees.
- Involved in maintenance of employee database, personal files, coordinating for visa process, ticket booking, handling employee grievances and resolving the same, conducting exit interviews, preparing full and final settlements.
- Driving HR initiatives in the area of attracting, developing and retaining talent.

Achievements:

- Successfully coordinated in implementing Time & Attendance and Help Desk modules of eFACiLiTY - Enterprise Facility Management Software within the organization.
- Implemented mid-term reviews between appraisals to improve performance and morale of employees.

Previous Employment: Aug 2007 - Jan 2011

Manager (HR & Admin): United Engineers - Coimbatore.

Website: www.unitedengg.in

Job Profile:

- Handling recruitment, reference checks, joining formalities, induction programmes and ensuring adherence to HR policies and procedures.
- Maintaining details regarding salary and processing monthly payroll.
- Identifying training needs through interaction with the departmental heads, organizing them and obtaining trainees feedback to determine the effectiveness of training.
- Preparation of commercial invoices and maintaining export related documentation.
- Coordinating with customers, vendors and heads of the department to ensure on-time delivery of products.

- Accomplish staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counselling, and disciplining employees; initiating, coordinating, and enforcing systems, policies, and procedures.
- Ensure that manpower and material resources are optimally utilized.

Achievements:

- Successfully coordinated in implementing ERP software within the organization.

Previous Employment: July 2004 - November 2005

Customer Support Executive: Citi Financial Consumer Finance India Ltd. - Coimbatore.

Job Profile:

- Response to customer query's.
- Coordination with HO to solve customer related issues.
- Preparation of cash - cheque summary (daily deposit & monthly reports) & MIS for collections.
- In charge of back office operations like handling petty cash, reimbursement claims, issuing loan statements based on customer requests.

Previous Employment: April 2003 - June 2004

Academic Counsellor: SISI Computer Training Center - Coimbatore.

Job Profile:

- Counseling students on career opportunities.
- Allotment of batches for staff.
- Organizing classes for corporate sectors.
- Front office & Accounts In-charge (invoice processing & issuing receipts).
- Preparing monthly & weekly reports for the Head Office.

ACADEMIC QUALIFICATION:

B.E. (Computer Hardware & Software Engineering)- Avinashilingam University, Coimbatore.

Percentage of Marks: 64

Year of Passing: 2000

PERSONAL PROFILE:

Date of Birth	:	30 - 06 - 1979
Language Fluency	:	Tamil, English & Telugu