

George J Panakal

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Professional Objective

To pursue a challenging career in a reputed organization, which can make the most of my skills and provide an atmosphere wherein I can contribute my best for the growth of the organization. **Possess nearly 9 years of experience in the field of Administration Customer Relations & Service Management & Operations, HR, have extensive exposure in Hospital operations.**

Professional Work History

Rajagiri Center for Business Studies
Senior Executive – International Affairs

March 2018 till date
Cochin, India

- Overall look into branding, sales & marketing of management courses like MBA, PGDM & MHRM available in Rajagiri Center for Business Studies
- To mainly focus admissions procedures for MBA, PGDM & MHRM courses.
- Establishing professional relationship with students, professors and principals.
- Ensure smooth running of Administrative matters coordinating with the Admin Dept.

Allianz Global Services Company
Senior Insurance Operations Specialist

Feb'2015 till July 2017
Trivandrum, India

- Overall look into various insurance processes including renewal of insurance policies as per the line of business.
- Allocation of various jobs to the team members as per their respective line of businesses.
- Customer relations with handling escalations as per the situation.
- Ensure smooth running of all different line of businesses by coordinating with the team leaders.

Dr. Sanjay Medical Centre LLC
HR & Admin. Manager

Jul'11 till April 2014
Dubai UAE

- To overall look into the functions of HR, administrative aspects of the company in line with company policy governing recruitment and selection.
 - Customer relations, grievances and escalations.
 - To handle the operations department.
 - To handle medical claim submission of outpatient to the follow up of payments.
 - To ensure smooth running of all different medical departments.
 - Formulating and coordinating regarding price lists of doctor's consultation, lab and procedures with all medical insurance companies.
 - Planning and formulating policies and procedures of the company with the knowledge of the management.
 - Updating the human resource systems by maintaining employee personnel records.
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Cloisall Co. LLC
HR Officer

Dec'09 till June '11
Dubai UAE

Key Responsibilities:

- To support and implement effective recommendations on the design and development of assigned Human Resource functional areas, encompassing various programs relating to compensation, benefits, resourcing, organizational effectiveness and/or employee development
- Coordinating with the management by providing suggestions and to create HR tools including job descriptions, competency profiles, Performance Management Systems, to improve efficiency and develop uniformity within the employee population of our company.
- Updating the human resource systems by maintaining employee personnel records.
- Working closely with department heads to assess temporary (buffer) man-power needs and providing the management with the same.
- Planning and formulating policies and procedures of the company with the knowledge of the management.

Knowledge Horizon - Middle East
HR Generalist

Sep'07 till Aug '09
Dubai UAE

Key Responsibilities:

- To support and implement effective recommendations on the design and development of assigned Human Resource functional areas, encompassing various programs relating to compensation, benefits, resourcing, organizational effectiveness and/or employee development.
- Building on existing systems to create HR tools including job descriptions, competency profiles, Performance Management Systems, to improve efficiency and develop uniformity within the employee population of our company.
- Conducting Interviews and preparing Job Descriptions in liaison with Line Managers & Vice Presidents of Departments/ Divisions.
- Working closely with department heads to assess temporary (buffer) man-power needs and providing the management with the same.
- Ensured other departments understand all necessary aspects and needs of HR development, objectives, purposes and achievements to director level.

Population Services International (PSI)
Senior HR Executive

August'03 – August'07
Delhi – INDIA

Key Responsibilities:

- Handle complete human resources functions including general employment practices, manpower planning, resource development, developing-implementing HR policies-procedures, job description and work allocation, search-selection, recruitment, training of staff, performance management, public relations, health-safety-security and administration of company affairs related to HR.
- Created a personal, yet always professional, relationship with employees, and genuinely made an effort to fit that individual into a position that would be mutually beneficial and acceptable
- Participated in all areas of the full life cycle of recruiting including sourcing, screening, interviewing, reference checks, and negotiating offers.
- To evaluated candidate's strengths against the position description.
- Conducted Induction programs for newly recruited employees and also training them according to their positions.
- Other procedures related to HR department.

The Plus Consulting (HR)
HR Executive

July'02 – July '03
Chennai – INDIA

Academic Qualifications

Master in Business Administration (M.B.A) 2002 University of Wales - UK
Bachelor of Business Administration (B.B.A.) 2001 University of Madras - INDIA

Technical Skills

Proficient in the use of: MS-Office (Word/ Excel/ PowerPoint,), Internet / Outlook

Personal Details

Nationality	:	Indian	Marital Status	:	Married
DOB	:	16/03/1979	Driving License	:	Two & Four Wheeler
Languages	:	English / Hindi/Malayalam/Tamil			
Current Location	:	Alangad, Neericode, Ernakulam, Kerala			