

REMYA P

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Phone: + 91 98468 19990 / 98954 26171

Targeting assignment in **BPO/HR Operations/General Administration** with an organization of repute

PROFILE SUMMARY

- A goal-oriented professional with **13 years** of experience in **Non Voice BPO, HR Operations and General Administration**.
- Expertise in AP/AR/Payroll management/Indexing/Auditing/Shipping Industry activities for U.S., U.K & Singapore clients.
- Expertise in managing complete Admin./Facility activities including Maintenance, Housekeeping, Vendor Development, Purchase, Asset Management, Preventive Maintenance, Property Management, Infrastructure Project Management, Government Liaising and so on.
- Maintained effective employee relations by guiding the employees in matters pertaining to performance plans, conduct, manage issues, salary, policies and so on.
- Excellent communication and people management skills for leading personnel towards accomplishment of common goals.

CORE COMPETENCIES

Strategic Planning
Effective Communication

General Administration/HR Function
Vendor Management/Negotiation

Facility Management
Compliance Management

ORGANISATIONAL EXPERIENCE

Mar'20 – Feb'22

Veeshine Facility Solutions Pvt. Ltd., as Officer HR

Jan'18 – May'19

IBS Software Pvt. Ltd., (Client of Avon Facility Management Services) as Front Office Executive

Apr'06 – June'16

EXL Services as Senior Associate

Key Result Areas:

BPO

- **Shipping Industry Activity** including Hire Calculation/Final Hire settlement/disbursement accounts etc.
- **Laytime calculation**, as per shipping laws & regulations and negotiating with customers by communicating with them, for their agreement to settle and close each files.
- **Interaction** via mails, phones, video conference etc with counterparts situated in Europe, Singapore etc for reporting/clarification of routine work.
- **Communication & Co-ordination** with different departments like Approval authorities, Finance team, Accounts team etc to ensure smooth functioning.
- **Dealing with Customer's Clients** like Shipping Agent /Brokers /Port Agents, Surveyors based at different parts of the world.
- **Auditing** to ensure compliance of Laws & Regulations like SOX Act.
- **Indexing work** relating to data of US Citizens.
- Worked with **Accounts Payable/Receivable Process** of vital customers who are No.1 in their domain.
- **MIS** – Report preparation for Top Level Management.
- Daily **interaction with US/UK Clients** for updation of work.

Human Resource Management

- Mentoring the recruitment of a task force for training, building an effective team and ensuring development of team for service excellence.
- Planning the manpower requirements as per project needs and conducting the recruitment as per planned budget.
- Preparing offer letters, contracts of employment, job descriptions, maintaining employee database & personnel files.
- Designing & planning the induction & orientation programs on policies, job roles for smooth absorption of employees.
- Addressing the employee issues and conducting proper follow-ups with concerned departments along with counseling sessions with employees, facilitating skip level meetings and many.
- Maintaining statutory records such as Wage Register, Attendance & Leave Register, Service Register etc. and timely updating of various reports on manpower to Local Govt body.
- Organizing Employee Engagement Activities on regular intervals for team building and motivation of staffs.
- Payroll preparation of staffs, disbursement of salary and its record maintenance.
- Employee registration in ESI/PF portals and it's situation based updations on regular basis.
- Statutory Payments towards various Govt/Local body such as ESI, PF, Labour dept, Municipal Corporation, Profession Tax payment etc.
- Supporting and assisting employees for their separation formalities and updating to various Govt Portals.

General Administration

- Leading the overall Admin function by:
- Formulating, implementing and communicating Admin budgets, policies and SOPs in line with changing business environment.
- Participating in development, implementation, evaluation & modification of administrative policies & procedures to optimize resource across various functions.
- Facility management including housekeeping, security, canteen, car and chauffeur service
- EHS Environment, Health and Safety management by conducting periodic Safety audit, Work Environment audit, Fire Fighting Equipment audit etc. to ensure a safe work place and environment.
- Facilitate Meetings and training – Making arrangements and coordination for various trainings and meetings both indoor and outdoor for different departments.
- Vendor finalization –Doing cost effective negotiation and tie up with hotels for outdoor events and staffs stay requirements during their business trips. And same for admin vendors.
- Ensuring 100% compliance management for office and its record maintenance including the timely Licence procurement and renewal such as Shops & Estb Licence, Trade Licence etc.
- Execution and timely renewal of Contract Agreement including AMC with parties like Landlord, Contract Labour Vendor, communication system like EPABX, Fire and Safety team, Courier Agency, Air Condition, Drinking & Utility water supply, Generator supply, Canteen vendor, Pest Control agency etc.
- Execution and timely renewal of Insurance for company properties such as building and its various assets.

IT SKILLS

- Accounting Package – Tally ERP
- Microsoft Office Package

EDUCATION

2008 MBA (HR) from MG University, Kottayam
2005 B.Com. (Taxation) from MG University, Kottayam

PERSONAL DETAILS

Date of Birth: 04th March 1985

Languages Known: English, Hindi & Malayalam

Address: Punartham, H. No.:29/820A, L M Paily, 2nd Cross Road, Vyttila PO, Cochin, Kerala, PIN - 682019

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