

INDU R PILLAI

To continuously strive for higher achievement in life and grow along with the organization I work with through sheer dedication and hard work



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CORE PROFESSIONAL STRENGTHS

Administration - HR Management - Records - Document - Files Management - Client service - Business Development
Team Management - Time Management & Multitasking - Computer Proficiency - Ability to work under pressure

WORK EXPERIENCE

MANAGER - COMMUNICATIONS

FREIGHT ONE MEDIA

Oct 2020 to Mar 2021,
Achievements/Tasks

Delhi - India

Coordination between Marketing, OPS team / Prepare reports on profits, losses, potential clients, and marketing progress / Communicates with logistics team, CS representatives, quality personnel and others involved in the shipment and receipt of products and ensure 100% customer satisfaction /Compiles carrier and route assignments /Tracks, traces, and updates the status of shipments /Compile customer database / Responsible for supporting Key sales Team in all 4 regions.

SKILLS

MS Office, Oracle DBA ,SQL

EDUCATION

MBA – Human Resources & Information Systems, 61 %,
Mar Athanasius College for Advanced Studies, Thiruvalla,
MG University, Kerala. India (2003 - 2005)

Bachelors in Computer Science, 75%, KVVV College of
Science &Technology, University of Kerala, Adoor, Kerala,
India. (2000- 2003)

LANGUAGES

English

Full Professional Proficiency

Tamil

*Professional Working
Proficiency*

Malayalam

Full Professional Proficiency

Hindi

*Professional Working
Proficiency*

MANAGER - HR & CARGO SALES AND RESERVATION

STARLIGHT AIRLINES

Mar2012 to Feb2016

Mumbai -India

Achievements/Tasks

HR - Formulation of HR policies for the organization/In charge of Recruitment /Leave Management/ Handled the complete Induction program, Documentation Verification, Personal File Creation, Company policy briefing and HR policies to the new joiners. /Exit Interviews / Verification of documents and employment screening/background verification of new joined employees.

CS & R - Work as Cargo Representative in developing the business needs. Develop effective working relationships with customers through regular meetings and identify and obtain further sales and business development opportunities to support sales Strategy/Providing Airline Cargo Agencies with accurate information about their shipments status. /Coordinating with other Airlines for Booking and Space confirmations and Uplifting of shipments. Tracking shipments / forwarding shipments to partner airlines from various destinations /General sales duties-Sending information by email, Updating tariffs and Schedules. / Compile regular Sales reports / Revenue projections report / Compile Sales figures / Invoices/ Payments and Monthly CSR reports and enter into Contact Manager System.

COUNSELOR - HUMAN RESOURCES

BUREAU OF GUIDANCE AND HUMAN DEVELOPMENT (B-GHUD)

January 2011 to March 2012

Kerala, India

Achievements/Tasks

Administration & Counseling /Assist with Manager while Recruitment & appointment / Networking with external Agencies like Consultants, Hospitals, and educational Institutes / Expanding the operation by exploring new markets in the region / Leaves and Leave salary settlements /Help students shape their lives and careers globally, through informed discussions on Career options available to them based on their background /Responsible for Lead generation. /Counseling students and ensuring conversions.

EXECUTIVE - HUMAN RESOURCES

VESAT MANAGEMENT CONSULTANT PVT LTD

September 2005 to July2008

Achievements/Tasks

Cochin, India

End to end Recruitment process / Interacting with the Consultants, Head hunting / Performing activities like Internal Job posting and Employee Referral Schemes to fill up positions / Interview finalization and to keep a track on selected candidates with joining date and updating to the management./Follow up with candidates for interview.

PERSONAL DETAILS

Date of Birth : 08 April 1981
Nationality : INDIAN
Relationship status : Single

Reference will be provide upon instruction of new employer