

VIVEK VIJAYAKUMAR

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Trivandrum
Kerala

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CAREER OBJECTIVE

An open, honest, and flexible, actively aspiring for a challenging and rewarding position with a credible organization to perform with my experience, knowledge, strengths, commitments, customer focus, and relentless pursuit of excellence to grow along with the organization.

EXECUTIVE SUMMARY

- A dynamic HR professional with over five years of experience in Recruitment, Resourcing and Development, Employee welfare administration, performance management, compensation, and benefits.
- Excellent communicator at all levels, having the presence, confidence, and interpersonal skills to present to and influence both individuals and groups of professionals.

PROFESSIONAL SUMMARY

- Proficient in Manpower management and recruitment process entailing resume generation, screening, and shortlisting with appropriate compensation.
- Had the merit of providing prompt resolution of employee grievances to maintain cordial management-employee relations.
- Experience in implementing HR systems and policies, conducting training programs towards enhancing employee productivity, and building committed teams.
- Successful at motivating staff through clear communication and outstanding organizational skills.

PROFESSIONAL EXPERIENCE

1 Year (June 2021–till date)

ANANTHAPURI HOSPITAL

Position : Manager

Role : House Keeping

Location : ANANTHAPURI HOSPITAL - Trivandrum, Kerala.

ANANTHAPURI HOSPITAL - TVM

Ananthapuri Hospitals & Research Institute has some of the most eminent doctors in the country -highly experienced, skilled and distinguished in their respective fields of expertise. Your healthcare needs are safe in their hands. Complementing them and paving the way for the smooth functioning of the hospital is a team of highly dedicated personnel manning the

various departments, thus fulfilling the hospital's mission of providing service with sincerity and solicitude.

Responsibilities Included:

- Responsible for department's financial data and statistics
- Monitoring of unit expenditures
- Develops and recommends department operating budget
- Coordinates housekeeping activities with other departments

- Actively communicates with administration and other hospital departments to ensure service standards are met
- Plans, organizes, directs, coordinates, and supervises functions and activities of the department
- Establishes work standards and work flow compliance to Infection Control Procedures
- Establishes and implements policies and procedures for departmental operations
- Encourages and mentors staff creativity and innovation
- Ensures compliance with all regulatory agencies
- Proactive in the achievement of the facility goals and objectives
- Demonstrates quality leadership in meeting performance plans
- Develops and maintains job descriptions for department staff
- Encourages staff to participate in education programs
- Any other duties assigned by Head of Operations (Healthcare Division)

PROFESSIONAL EXPERIENCE **5 Years (June 2016 – June 2021)**

PROFESSIONAL HOSPITALITY SERVICES

Position : Executive - HR (Professional - Outsourcing)
Role : Human Resource Management
Location : ASTER MEDICITY - Kochi, Kerala.

ASTER MEDICITY - KOCHI

Aster DM Healthcare is one of the pioneers in the healthcare industry with its operations spread across India and GCC countries. Aster Medcity is the flagship hospital of Aster DM Healthcare and is a world-class quaternary care healthcare center in Kochi. Aster Medcity is one of the largest hospitals in South India.

Responsibilities Included:

- Handling recruitment and manpower supply division.
- Handling all HR-related day-to-day activities.

- Identifying candidates and arranging interviews with those who are shortlisted for vacant positions.
- Designed Policies and various HR Forms and Induction Programs.
- Conducting staff training.
- Provide employees with advice on all policies and HR processes.
- Preparing Daily reports.
- Tracking attendance, maintaining leave records, PF records, issue letters, etc.
- Monitor probationary periods and conduct yearly appraisals.
- Keeping track of Confirmation, Appraisals, and Increments of employees.
- Compilation & processing of attendance data in the attendance system.
- Processing monthly attendance musters for workers, trainees & officers.
- Maintaining and updating documentation filing of employee files and records.
- Maintaining a leave planning system, leave and overtime reports.
- Preparing various letters like offer letter, appointment letter, confirmation letter, increment letter, transfer letter, Absenteeism notice, warning letter, show cause notice, experience/service certificate, relieving letter, etc.
- Updating and maintaining payroll records.
- Liaising with staff and management on payroll-related queries.
- Cross verifying the monthly P&L.
- Assisting Payroll Manager with month-end consolidation.
- Processing increases and calculation of back pay.

PROFESSIONAL EXPERIENCE

3 Years & 4 Months (August 2012 – December 2015)

BOM TV.Inc

BOM TV.Inc is one of the major IPTV providers in United States, Canada, Europe and Australia.

Position : Senior Process Associate
Role : Customer Support & Relations
Location : Ernakulam

Responsibilities Included:

- Building up a good image and rapport
- Effective and timely communication
- Handling different Customers
- Handling customer queries and Complaints
- Making follow up calls
- Maintaining good telephone etiquettes
- Maintaining customer relationship

PROFESSIONAL SKILLS

- Able to achieve results quickly in a fast-paced, rapidly-changing, and highly complex environment.
- Ability to maintain a high level of professionalism and confidentiality.

- Ability to build strong working relationships effectively communicate with people at all levels and from various background.
- Demonstrable and detailed HR Generalist / Operations experience.
- Excellent client orientation and client service skills, good telephone manners, and professional email etiquette.
- Proficiency in Microsoft office, with good excel skills.
- Able to communicate in writing at all levels displaying good email etiquette.
- Strong knowledge of all office software (Excel, PowerPoint, Word), system-oriented.

EDUCATION

Master of Business Administration
Annamalai University, India

June 2017 - May 2019

- Core modules – Principles of Management and Organizational Behavior, Operations Management, Human Resources Management, Marketing Management, Financial Management, Business Environment, and Corporate Ethics
- Elective Modules – Human Resource Management, Labour Welfare and Industrial Relations, Project Management and Entrepreneurship, Training and Development

Bachelor of Business Administration
Manav Bharti University, India

Aug 2012 - June 2015

- Core modules – Tourism and Hospitality Management, Organizational Behavior, Customer Care Management, Financial Management, Business Communication, Human Resource Management, Marketing Management.

CORE COMPETENCY

- Business Acumen
- Communication proficiency
- Customer/Client focus
- Decision making
- Leadership
- Problem solving/ Analysis
- Process analysis, modification and its implementation
- Relationship building
- Teamwork

PERSONAL DETAILS

Age & Date of Birth : 31 yrs. (August 02, 1990)
Sex : Male
Passport : Indian
Contact Number : +91 9995241017
Email : vivekbumby@gmail.com
Address : Geethanjali,
Devarvilakam,
Ayanimoodu,
Vedivachancoil P O
Pin: 695501
Current location : Trivandrum, Kerala
Marital Status : Single
Languages Known : Fluent in English, Malayalam, Tamil, & Hindi
Hobbies : Travelling, Listening Music

REFERENCE

Excellent professional references and testimonials are available upon request.

Date: July 25 , 2022

VIVEK VIJAYAKUMAR