

ARYAMOL B

CONTACT

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EDUCATION

- **KHDA Certification course - Human Resource Management for Professionals**
CALIBRI Training & Developments
LLC Dubai
- **MBA - HUMAN RESOURCE MANAGEMENT**
MANGALAM COLLEGE OF ENGINEERING /
MG UNIVERSITY 2012-2014
- **BBA**
ETTUMANOORAPPAN COLLEGE / MG UNIVERSITY
2008 - 2011

SKILLS

- Recruitment process
- Preparation of job description
- On boarding support
- Employee records management
- Communication
- Problem solving
- Multitasking and Organization

CERTIFICATIONS / RELEVANT SKILLS

Certification course - Human Resource Management for professionals from CALIBRI Training and Development

- Theoretical and practical knowledge about different aspects of HRM
- Recruitment process
- Preparation of job description
- CV Short listing
- Training need analysis
- How to evaluate performance appraisal
- SOP
- Important UAE labour laws
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Google Workspace (Gmail, Google Drive, Google Docs)

LANGUAGES

- To Speak - English, Malayalam, Tamil
- To Write - English, Malayalam, Hindi
- To Read - English, Malayalam, Hindi

PROFESSIONAL SUMMARY

A highly organized and detail-oriented professional with experience in HR and administrative roles, as well as diverse experience in health agencies, Authorized Samsung service centre, and customer care. Skilled in handling employee records, managing office tasks, and supporting HR functions, with strong communication and multitasking abilities. Passionate about creating efficient work environments and seeking a position as an HR Assistant or Administrative Assistant to contribute to a team and help streamline operations for improved productivity.

WORK EXPERIENCE

BUSINESS DEVELOPMENT MANAGER

SBI GENERAL INSURANCE COMPANY LTD 05/2023 - 12/2024

- Led employee recruitment initiatives and onboarded new talent.
- Trained employees to improve sales skills and product knowledge.
- Coordinated and supported teams to drive business growth.
- Managed documentation and ensured compliance with internal processes.
- Oversaw internal work coordination, streamlining operations for efficiency.
- Properly handling 30 employees in the organization

HR EXECUTIVE

PAGUSMAK ENTERPRISES PVT LTD (02/2020 - 05/2023)

- Assist with data entry & management using Microsoft excel
- Create and format documents, presentations & reports using ms office (word, PowerPoint, outlook)
- Communicate effectively with team members and clients via email & phone
- Organize and maintain office files and records
- Support various administrative tasks
- Prepare daily reports and communicated updates to senior management
- Recruitment support
- Assist payroll process

AS CUSTOMER RELATION EXECUTIVE CUM FRONT OFFICE MANAGEMENT SAMSUNG SERVICE CENTRE 11/2014 - 02/2017

- Managed daily customer interactions and provided technical support.
- Handled end-to-end service requests, ensuring timely resolution.
- Oversaw office operations, coordinating tasks and maintaining workflows.
- Maintained both digital and physical filing systems for accurate record-keeping.
- Ensured smooth internal communication and process execution.

CUSTOMER CARE EXECUTIVE

POPULAR HYUNDAI 05/2011 - 05/2012

- Managed inbound customer queries and provided timely solutions to issues.
- Offered detailed product information to assist customers in making informed decisions.
- Processed service requests and scheduled maintenance appointments.
- Resolved customer complaints by coordinating with different departments.
- Maintained customer databases, ensuring accurate and up-to-date records.

REFERENCES

- Mr:Sachindas H, Cluster Sales Manager -Health Agency, SBI General Insurance
- Company Pvt Ltd, Ph -938837788, Email - sachindas.h@sbigeneral.in