



REGINA RAJU

HR EXECUTIVE

+971 527140200



Sharjah, UAE



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PROFILE

A highly motivated and results-driven HR professional with over 5 years of experience in human resources, administration, and customer relations across diverse sectors in Dubai, UAE, and Kerala, India. Seeking to leverage my expertise in recruitment, employee relations, and organizational management to contribute to the success of a dynamic organization. Adept at handling multiple tasks in fast-paced environments, with a strong focus on fostering a positive workplace culture and ensuring compliance with labor laws.

EDUCATION

2014

MBA HR

Bharathiar School of Management and Entrepreneur Development, Tamil Nadu - India

2012

BBA

Kristu Jyothi College of Management and Technology, Kerala - India

TECHNICAL COURSE

DIPLOMA IN INFORMATION TECHNOLOGY ADVANCED EXCEL

SKILLS

- HR Management & Employee Relations
- Recruitment & Onboarding
- Administration & Office Management
- Compliance with UAE Labor Laws
- Time Management & Organizational Skills
- Team Collaboration & Leadership
- Excellent Communication Skills

PROFESSIONAL EXPERIENCE

2022 – Present

HR EXECUTIVE

Projx Logistics, Projx Multiservices – Dubai, UAE

- Manage all clerical and administrative tasks for HR operations.
- Coordinate with the PRO for visa processing, medical, and EID requirements.
- Oversee medical insurance and workmen's compensation insurance for staff.
- Administer the Etisalat portal for new SIM requests, add-ons, and deletions.
- Maintain positive staff relations and assist with HR-related inquiries.
- Perform front office, admin, and HR duties while supporting the operations and accounts departments.
- Post job advertisements on platforms like Indeed and coordinate interview scheduling.
- Handle stationery printing, public services, quotations, purchase orders, courier services, and IT coordination.
- Follow up on outstanding payments and ensure proper documentation.
- Create customer and vendor profiles, including credit application forms.
- Handle new joining formalities, including email ID creation and 3CX installation.
- Manage electricity and utility payments, cheque printing, and petty cash.
- Organize staff biometrics and assist with payroll processing, providing details with absence, leaves etc.
- Ensure timely vehicle servicing and repairs by managing the vehicle database.
- Draft and issue offer letters, salary increment letters, and related documentation.
- Coordinate and arrange programs and events as needed.

2019 - 2020

HR AND ADMIN ASSISTANT

Abatera Tours, Dubai

- Coordinated and scheduled interviews between hiring teams and candidates, ensuring smooth communication and timely follow-up.
- Prepared and organized documents, including resumes, interview notes, and orientation materials.
- Assisted in candidate sourcing and screening resumes to identify potential candidates.
- Conducted initial phone screenings, evaluating candidates for suitability based on job requirements.
- Managed orientation agendas, ensuring new employees had a seamless onboarding experience.
- Performed clerical tasks such as typing, printing, scanning, and filing to support the smooth operation of the office.
- Resolved issues efficiently, such as interview cancellations and employee queries, ensuring minimal disruption to operations.

February 2016 – March 2019

PATIENT RELATIONS OFFICER

St. Thomas Hospital Chethipuzha, Kerala, India

- Focused on improving the overall patient journey by ensuring high-quality service and exceptional hospitality.
- Demonstrated empathy, respect, and confidentiality while maintaining a "Patient First" attitude, acting as a compassionate representative of the hospital.
- Organized medical programs and health camps within the hospital and in surrounding communities to promote public health.
- Supported patients and their families by guiding them from appointment to appointment, offering assistance, and ensuring comfort in waiting areas or VIP lounges.
- Delivered accurate and timely information to patients, their families, and bystanders, fostering clear communication and understanding.

PERSONAL VITAE

Nationality : Indian
Marital Status : Married
Visa Status : Employment Visa
(Transferable to Spouse
Visa)

LANGUAGES

English
Hindi
Malayalam (Native)
Tamil

DIGITAL SKILL

- JBM
- Mediware
- Maple CRM
- Hotelier
- MS Word
- MS Excel
- MS PowerPoint
- Basic Operations
- Internet & Email

- Efficiently handled patient complaints, compliments, and suggestions, ensuring all concerns were addressed promptly.
- Coordinated with public services when required, ensuring smooth communication and collaboration.
- Actively resolved patient grievances by addressing issues swiftly and ensuring appointments were managed effectively and on schedule.

September 2014 - January 2016

HR EXECUTIVE

Ramada Alleppey, Kerala, India

- Managed employee attendance, ensuring punctuality and policy adherence.
- Conducted employee orientation and onboarding for new hires.
- Maintained and updated the master employee database and personal files.
- Assisted in recruitment by reviewing resumes and conducting initial telephonic interviews.
- Provided clerical support to the HR Manager, including document preparation and handling calls.
- Prepared HR documents, letters, and certificates in consultation with management.
- Acted as a liaison to resolve employee grievances and queries.

DECLARATION

I hereby declare that the details provided above are true and correct to the best of my knowledge and belief. I take full responsibility for the authenticity of the information shared in this document.

REGINA RAJU