



Florence Nesamani

India +91 9822319839

fnesamani@gmail.com

SKILLS

- Process Excellence
- Presentation Skills
- Recruiting and Mobilization
- Transition / Onshore experience
- Operations Management
- Planning and co-ordination with external and internal clients
- Excellent written and spoken skills in English
- Organizing and conducting team meeting
- Organizing and participating client conference call
- Ability to multi-task and meet strict deadline

EDUCATION

06/1993
Pune University | India
Bachelor of Commerce :
Commerce

04/1990
Maharashtra Board | India
Higher Secondary : Commerce

04/1988
Maharashtra Board | India
Secondary School : Commerce

LANGUAGES

Tamil : Native language

English : C2
Master or proficient

Hindi : C2

PROFESSIONAL SUMMARY

Dedicated and meticulous human resources professional with over 5 years of experience managing multiple human resource functions to deliver compliance, personnel communication and workforce programs. Flexible and focused team player with expertise in recruitment and retention, mediation, confidential records management, staff training and development, inventory control and complex problem resolution.

WORK HISTORY

09/2021 - 11/2021

Transguard Group LLC | Dubai, UAE
Operations Executive (Workforce Solutions)

- To assist the Workforce Solutions Team in all aspects of service delivery and SLA Compliance for nominated and allocated Accounts.
- On boarding and Of boarding of candidates within client timeline
- Prepare NOC's, Salary Certificates, increment letters and various other letters for employees as requested by clients
- Prepare offer letters, Employment contracts for New Employees
- Applying for Employee visa, Cancellation, visa renewal process.
- Preparing payroll for client based employees.
- Applying various insurance for employees on insurance portals for registrations and cancellation.
- Handled end-to-end recruitment processes, ensuring smooth and swift transactions from initial advert to job offer.
- Delivered high level of service to clients to both maintain and extend relationships for future business opportunities.
- Assisted with the Training of Account Administrator.
- Securing Confidential files away from unauthorized staff
- Managed employee document in both digital and physical records.
- Follow up on all employees related inquiries.

12/2018 - 08/2021

Transguard Group LLC | Dubai, UAE
Recruitment Analyst

- Managing day to day activity in Recruitment team and ensuring a smooth flow for internal and external client.
- Hiring of Blue collar jobs for In-country and Over-seas candidates.
- Preparing Job Description and Posting the adverts on various job portals.
- Sourcing and Pre-screening CVs.

Master or proficient

Marathi : C2

Master or proficient

Other Details

- ◆ **Passport No.** Z2858194
- ◆ **Expiry Date** 20th April 2024
- ◆ **Issue Place** Pune, India
- ◆ **Date of Issue** 21 April, 2014
- ◆ **Date of Expiry** 20 April, 2024

- Calling candidates and short listing for interviews for various roles.
- On-boarding and mobilization of selected candidates for different Business Units.
- Interacting with over-seas agents for the demand shared with them for various Blue-Collar roles and sending the Arrival plan.
- Managing end-to-end In-country hiring process for Aviation Business Units.
- Conducting In-country assessments for bulk hiring for various Aviation positions.
- Arranging English Placement test and Interview with the Hiring Manager for key Blue-Collar roles.
- Updating bio-data entry in HR360 of selected candidates via Oracle for processing of visa application.
- Downloading of Visas and sending it to candidates and the Arrivals team to start with the on-boarding process.
- Assisted with the Training for Administrator.
- Solving queries of candidates by communicating via email and telephone.
- Preparing weekly and monthly report and presenting it to the Business Units.
- Preparing Business Unit pipeline report and presenting demand versus shortfall report for various roles.
- Closing key positions with strict deadline in a timely manner and keeping the internal and external clients satisfied.
- Created SOP for recruitment based on various systems used in Recruitment.

12/2014 - 11/2018

REZAMP | Pune, India

Assistant Coordinator

- Working as an independent contractor for ReZamp, an US based Investment firm in Arizona.
- Evaluating properties listed in the Arizona Market
- Posting bids for properties on various bidding portals in Arizona

07/2013 - 07/2014

WNS Global Services Pvt. Ltd, BA Fare Filing | Pune, India
Group Managers

- Complete responsibility of fare filing and fares helpdesk operations (team size of 48).
- Ensuring client deliverables & SLA are achieved.
- Interact with clients for key deliverables.
- Conduct performance appraisals.
- A certified CBI (Competency Based Interview) to conduct Interviews.

02/2008 - 06/2013

BA Fare Filing Helpdesk team | Pune, India
Deputy Manager

- Handling a team of 10 agents.
- Successful set-up of the Helpdesk process.
- Interact with Travel agents to resolve fare pricing issue in various GDS i.e.
- Amadeus, Sabre, Galileo, Apollo, Worldspan.
- Tested fares in Amadeus, Galileo, Sabre, Apollo, Worldspan for British Airways, Successful transition, set-up and process implementation of British Airways GDS, Fares Helpdesk process for the Travel Agent community for US, UK, Africa, Middle East, Asia and Europe project in WNS.

11/2005 - 01/2008

Sabre Fare Filing | Pune, India

Assistant Team Manager

- Filing fares for more than 36 airlines.
- Handling a team of 25 agents.
- Successful set-up and process implementation of Sabre Fare Filing project.

06/2004 - 10/2005

Fare Filing | Pune, India

Assistant Training Manager - Process Trainer

- Conduct training needs analysis and organize need-based trainings.
- Customer Interaction to understand their requirements.
- Conducted system and process trainings.
- Introduced 'built-in' tollgates in trainings to access trainee competency.
- Defined training metrics to track effectiveness and efficiency.
- Fun @ Work: Introduced innovative learning techniques to encourage 'out of box' thinking, enhance problem-solving skills, build team synergy and improve communication.
- Publish training MIS and reports.

02/2004 - 05/2004

Fare Filing | Pune, India

Team Leader /Quality Assurance Leader

- Process Mapping for all processes in the team
- Ensured SLA deliverables met
- Drafted process and training manuals.
- Identified training needs, drafted training plans and delivered system and process
- Trainings and conducted post training evaluations.

10/2002 - 05/2004

Team Leader /Quality Assurance Leader

- Process Mapping for all processes in the team.
- Ensured SLA deliverables met.
- Drafted process and training manuals.
- Identified training needs, drafted training plans and delivered system and process.
- Trainings and conducted post training evaluations.

11/1999 - 09/2002

Fare Filing | Pune, Dubai

Lead Agent

- Filing Private and Corporate fares for British Airways.
- Communicated with British Airways clients in UK, Europe and US on various Fare Filing request.
- Train staff on process.
- Test British Airways filed fares in various GDS i.e.
- Amadeus, Sabre, Galileo, Apollo, Worldspan.
- Fare Filing HelpDesk - Successfully implemented the project of fare filing help desk in WNS.

03/2000 - 04/2000

- Trained on BA Revenue Management.

08/1999 - 11/1999

United Air Travels

- Worked as Reservation and Ticketing Staff.
- Responsible for Domestic and International Bookings in Sabre GDS.
- Visa processing and coordination.

02/1999 - 07/1999

Starlink Tours and Travels Pvt. Ltd

- Visa processing and coordination.
- Worked as Reservation and Ticketing Staff for Domestic and International Bookings.

05/1993 - 08/1998

The Comforts Tours and Travels

- IATA Approved).
- Worked as Reservation and Ticketing Staff.
- Responsible for Domestic and International Bookings in Amadeus, Galileo, Sabre.
- Visa processing and coordination.