

# Raghi R Nair

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## Work Experience

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### **Relationship Manager**

Club Mahindra Holidays & Resorts-Kerala

November 2023 to April 2024

- Identifying sales opportunities.
- Maintaining client records.
- Understanding customer needs.
- Sales presentation and negotiations.
- Generating leads.
- Closing sales and achieving targets

### **HR cum Customer Services**

Vistaraa Holidays-Thiruvananthapuram, Kerala

December 2022 to October 2023

1. Assist in the recruitment and selection process, including sourcing candidates, screening resumes, conducting interviews, and onboarding new employees.
2. Maintain employee records, such as personal information, attendance, leave, and performance evaluations. Initiating Background Verification of candidates after selection.
3. Support HR policies and procedures implementation, including employee relations, disciplinary actions, and conflict resolution.
4. Handle customer inquiries and provide timely and accurate responses to resolve issues or address concerns.
5. Assist customers in navigating the company's products or services, providing guidance and recommendations.
6. Manage customer complaints and escalate issues to appropriate departments or supervisors as needed.
7. Process customer orders, payments, and returns in accordance with company policies.

### **Operation Manager (HR)**

HMC Arab Asian Services WLL-Manama

October 2019 to November 2022

1. Analyze market trends, customer needs, and competition to identify opportunities for improvement and growth.
2. Collaborate with senior management to establish and align operational goals with overall business objectives.
3. Develop staffing plans, recruit and train employees, and manage performance to maintain a high performing team.
4. Implement systems and tools for resource planning, scheduling, and inventory management.

5. Build and maintain relationships with vendors, suppliers, and other external stakeholders to ensure timely and cost-effective.
6. Address customer concerns and feedback, striving to enhance customer satisfaction and loyalty.

### **HR Assistant**

Gulf Royal Travels & Tourism LLC-Dubai

April 2018 to October 2019

1. Analyze market trends, customer needs, and competition to identify opportunities for improvement and growth.
2. Collaborate with senior management to establish and align operational goals with overall business objectives.
3. Maintain and update employee records, including personal information, employment contracts, and training documentation.
4. Assist in the preparation and distribution of HR-related documents, such as offer letters, contracts, and employee handbooks.
5. Schedule and coordinate meetings, interviews, and training sessions, ensuring timely communication and proper documentation.
6. Assist in the development and distribution of training materials and resources.
7. Maintain training records and generate reports on employee training activities.
8. Maintain confidentiality and security of HR-related files and documents.
9. Respond to employee inquiries regarding HR policies, benefits, and other HR-related matters.

### **HR recruiter cum HR Generalist**

Budha exempted & HR Pvt. Ltd-India

November 2012 to November 2016

1. Candidate screening: Responsible for screening resumes to determine which candidates meet the minimum requirements.
2. Interviewing: Responsible for conducting initial interviews, which are then used to narrow the number of potential candidates who will be interviewed by the hiring manager.
3. Reference and Background Checks: After interviews have taken place and the hiring manager expresses an interest to hire a candidate, the recruiter is often called upon to coordinate the reference and background checks.
4. Recording, maintaining and monitoring attendance to ensure employee punctuality.
5. Conducting employee orientation and facilitating newcomers joining formalities.
6. Maintaining and regularly updating master database ( personal file, personal database etc) of each employee

## Education

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### **MBA in Human Resource Management**

India

March 2015 to August 2017

### **BA in History**

India

April 2009 to August 2012

## Skills

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- Good communication skills, Good listening abilities and patience (8 years)