**LAVANYA UNNIKRISHNAN NAIR**

Vallikunnu, Malappuram ,Kerala

**Contact**: 9562431443; **Email**: lavannyaunair@gmail.com

**PERSONAL SUMMARY**

A results driven, committed person with excellent communication skills and a high level of customer commitment. Multi-skilled with the ability to plan & manage territory whilst and maintaining & developing existing and new customers through ethical sales methods and consistent high customer service. Possessing a good team spirit, deadline orientated and having the ability to succeed in a demanding environment. Now looking forward to a making a significant contribution in an ambitious and exciting company that offers a genuine opportunity for progression.

**PROFESSIONAL EXPERIENCE**

* **HR & ADMIN ASSISTANT -United Car Rentals W.L.L (NASSER BIN KHALID GROUP ; April 2017 UPTO May2019 ) – DOHA QATAR .**

Worked as an HR and Admin Assistant at United Car Rentals W.L.L. My main duties were:

* Employee files , recruitment, visa issuance, Medical insurance, uniforms, Bank accounts, accommodation arrangements.
* ID, passport and Driving license renewals in co-ordination with PRO.
* Employee leave, vacation scheduling and yearly department Leave plans.
* Disciplinary action for employees as per Qatar Labor Law.
* Oracle HRMS entry for vacations, Annual Leaves and Salary Pay roll.
* Company Documentation and renewals in co-ordination with PRO.
* Vehicle insurances- new and renewals.
* Registration renewals of vehicles. Arranging inspection in co-ordination with customers.
* Accident and insurance confirmations.
* Sale vehicle dealings.
* Traffic fine notifications to customers – carpro software.
* Procurement- Stationary supplies, computer supplies, furnishing and other company requirements.
* Pass issuance for employees – Offshore and onshore.
* Dealing with outsourcing team for short term driver requirements.
* Arrangements for international delegate’s arrival stay and schedules.
* **COUNTER SALES AGENT- NASSER BIN KHALID GROUP ( United Car Rentals ; JUNE 2014 UP MARCH 2017 )- DOHA QATAR.**

Worked as a counter sales agent at United Car Rentals, a joint venture with Nasser Bin Khalid.

 My main duties are:

* Constantly developing existing sales processes which will generate sustainable growth.
* Following and taking payments and pre-authorizations from customers.
* Monthly, weekly and daily reports –**utilization report , monthly revenue reports,sales report, CID report and tele-marketing . Word and excel sheets.**
* Identifying and then researching potential leads and opportunities. Constantly developing existing sales processes which will generate sustainable growth.
* Working as part of the sales team to develop both new and existing markets.
* Liaising with customers & the dealer network to answer and resolve their queries.
* Identifying and then researching potential leads and opportunities.
* **Edinburgh Napier University, School of Life Sciences- UNITED KINGDOM (2009)**

**Research Assistant**

 Worked as a research Assistant in the university for 6 months.

* Worked on independent projects.
* **JENNERS , EDINBURGH**

Worked as a sales assistant at Jenner’s UK in the FMCG industry at Edinburgh United Kingdom for one year. Main duties included

* Providing customer care service and interactions in a pleasing manner.
* Taking payments.
* **MORRISONS UK LTD , EDINBURGH**

Worked as a Sales/ Admin Assistant at Morrisons UK Ltd,Edinburgh, in the FMCG industry for one year.

Main duties included

* Customer service and payments.
* **Punam Digitals**:

Worked as an **Administrative Assistant** at Punam digitals Coimbatore for one year.

Main duties included

* tele-calling
* employee payroll
* Stock checking and ordering.

**EDUCATIONALCREDENTIALS**

**Master of Science, 2008**

NapierUniversity, Edinburgh

**B. Sc. Biotechnology 2006**

Merit International Institute,India

**Computer Proficiency**

Oracle HRMS, Carpro systems , Microsoft word, excel, outlook, power point, and Internet Applications.

**Personal Details:**

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| Date Of Birth | : | 16.03.1985 |
| Marital Status | : | Married |
| Languages | : | English, Hindi, Malayalam. |
| Hobbies | : | Reading, sports, dancing. |