

# ARUN PILLAI



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## Objective

Dedicated HR & Administrative Professional with a track record of success, seeking to leverage exceptional communication skills and a meticulous, quality-focused approach. Experienced in implementing strategic HR initiatives to drive profitability and growth through innovative policies and practices. Proficient in optimizing talent acquisition and retention processes, overseeing onboarding, training, development, and resolving employee grievances. Committed to fostering diversity, inclusivity, and adaptability in the workplace.

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## Experience

### May-2007– Till Date

HR and Administrator Manager  
EPSCO LLC, Dubai

### Jan-2000– Dec- 2006

Administration & PR Manager  
Remya Tours & Travels Pvt LTD  
Kerala, India

## Education

Master of Arts (M.A.) -1998-2000  
(English Lang. & Literature.)

Bachelor of Arts (B.A.)-1995-1998  
(English Lang. & Literature.)

Certification in Human Resources  
Management

Diploma in Computer Applications

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## Core Competencies & Skills

- Recruitment and Talent Acquisition
- Employee Onboarding and Off boarding
- Performance Management
- Training and Development
- Employee Relations
- Conflict Resolution
- Compensation and Benefits Administration
- HR Policy Development and Implementation
- Compliance with Employment Laws and Regulations
- Merger and Acquisition
- Public Relations (MOHRE, RERA, DM, Dubai Police, RTA etc.)
- Camp Management
- Health and Safety Compliance
- Office Operations and Workflow Management
- Record Keeping and Documentation
- Performance Appraisals
- Employee Engagement and Communication
- Employee Grievance Management.
- Multitasking
- Aligning HR and Admin Strategies with Organizational Goals

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## Professional Profile

### HR Management:

- Managed job advertisements in various media, collaborated with recruitment agencies, screened applicant profiles, shortlisted suitable candidates, and executed recruitment and selection procedures in accordance with organizational needs and management directives.
- Identified staff needs and designed and implemented training programs.
- Prepared and managed offer letters and job descriptions.
- Oversaw induction programs to ensure smooth onboarding experiences.
- Oversaw the Emiratization program and managed GPSS (General Pension and Social Security scheme via Nafis program) and other related initiatives.
- Handled visa processes, labor contracts, Emirates ID, and passport control for all employees. This included timely renewals, necessary modifications, cost control efforts, and adherence to the latest policies advised by relevant ministries concerning the workforce in alignment with management directives and policies.
- Managed the Group Medical insurance policy and ensured timely and cost-effective policy renewals. Also served as the initial point of contact for employees' medical requirements and collaborated with insurance companies in accordance with management policies.
- Supervised, governed, and maintained complete control of staff accommodation, ensuring discipline, managing room allocations, addressing employee grievances, and ensuring overall efficient management in alignment with both government regulations and company policies.
- Ensured compliance with health and safety regulations at the worksites and served as the immediate contact for addressing work-related accidents.
- Handled employee grievances, conflicts, and disciplinary issues, and strived to create a harmonious work environment in alignment with both management directives and company policies.
- Managed salary certificates, NOCs, clearance letters, and administrative correspondence in line with company policies.
- Managed employees' leave records and leave encashment.
- Oversaw salary administration, payroll processing, and timely salary distribution for employees in accordance with the Wage Protection System (WPS) mandated by the Ministry of Labour.
- Efficiently managed staff vacation plans, including verifying eligibility criteria for air ticket issuance, implementing air ticket cost control measures, and ensuring compliance with management policies.
- Managed exit interviews, gratuity calculations, end-of-service settlements, and off-boarding arrangements.
- Handled employee communications and relations.
- Managed staff welfare programs and organized get-togethers.
- Arranged employee repatriation.
- Maintained a vigilant awareness of UAE labor laws and ensured the integration of the latest legal updates in alignment with management directives and policies.

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## General Administration:

- Administered the company's trade licenses, Chamber of Commerce memberships, tenancy contracts, and civil defense contracts. Ensured timely renewals, conducted rental negotiations, and managed associated duties.
- Oversaw and arranged the timely renewal of company memberships with governmental bodies, including Dubai Municipality, Dubai Civil Defense, DHA, non-governmental bodies, and global agencies and organizations.
- Acted as the company's representative at various entities, including embassies, ministries, municipalities, DNRD, MOHRE, and other government or semi-government organizations. Also, served as the primary contact point with Dubai Police for employee matters and incidents involving vehicles within the country, while interacting with RTA as needed.
- Ensured the implementation of cost control measures for various aspects such as vehicle maintenance, Salik, water, electricity, office stationery, etc., in alignment with management policies.
- Managed various insurance policies, including third-party liability, workmen's compensation, fleet coverage, and group medical insurances. This entailed managing policy renewals, negotiating terms and premiums, handling third-party claims, and facilitating reimbursements in alignment with management directives.
- Overseeing fleet management tasks, including procurement, vehicle registrations, renewals, vehicle tracking systems, and fuel cards to monitor the proper utilization of company vehicles and implementing cost-effective disciplinary measures.
- Served as a point of contact for internal and external communications, handling inquiries and maintaining effective communication channels.
- Planned and coordinated company events, meetings, award functions, etc.
- Implemented and enforced company policies and procedures related to administrative functions.
- Supervised the maintenance and upkeep of office facilities and supplies, ensuring a comfortable and productive work environment.
- Managed office transportation.
- Managed company logistics, encompassing both incoming and outgoing international shipments, by establishing efficient coordination with logistics firms and ensuring a cost-effective process.

## Personal Details

Nationality	:	Indian
Visa	:	Family sponsored
Marital status	:	Married
DOB	:	Feb 1, 1978
Visa Status	:	Residence
Driving License	:	UAE

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