

# Ms. Payal Bhatia

Dubai, United Arab Emirates

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## OBJECTIVE

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Work and excel within general management whilst leveraging off my prior experience and educational background

## STRENGTHS

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- Ability to work under pressure; accept constructive criticism
- Leadership by way of effective communication & people management
- High efficiency, attention to time & detail, willingness to learn
- Skill for understanding client needs & grievances and elevating the overall customer experience
- Idea generation for improvement of customer experience incorporating customer feedback
- Proficient in Microsoft office and internet based research

## PROFESSIONAL EXPERIENCE

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### **Sage Capital Funds Management Pvt. Ltd. (Mumbai, India)**

**Dubai, United Arab Emirates**

*Head of Operations*

April 2014 – Present

- Managing business functions for Sage Capital in the UAE
- Responsible for coordinating and executing business set up with regulators, partners and investors. Coordinating investor meetings in the region to discuss potential partnerships
- Researching, analyzing and evaluating new business and investment opportunities to brief the Chairman on the same
- Leading support activities like HR, finance and administration
- Working closely with management of portfolio companies. For e.g. real estate, food & beverage, education.

### **ATW Services**

**Abu Dhabi, United Arab Emirates**

*HR Consultant*

March 2011 – March 2014

- Developed growth strategies in line with the overall company vision, goals and synergies.
- Researched and analyzed ideas for new business opportunities. Formed and reviewed internal policies and procedures.
- Collaborated with client's Human Resources heads to close deals for the company.
- Engaged clients for business proposals, preparing RFP's, agreements and drafting call reports of all client meetings
- Managed end to end generalist activities including employee engagement, employee relations, grievance handling and recruitment.
- Obtained vacancy details from clients and advertised vacancies based on specific job descriptions. Reviewed CVs and was accountable for all candidate responses. Recruited and selected candidates from a pool of applicant and maintained and up to date candidate database

### **Etihad Airways**

**Abu Dhabi, United Arab Emirates**

*Cabin Crew, Premium hospitality*

June 2007 – June 2010

- Promoted the image of the airline and positively supported company initiatives
- Consistently applied safety policy and procedures, maintained the in-flight standard of service, security, emergency checks for commercial and charter flights

## **PROFESSIONAL EXPERIENCE (Continued)**

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### **Gulf Air**

**Manama, Bahrain**

*Cabin Crew*

Nov 2004 – May 2007

- Being the ambassador of the Airline to secure loyalty and repeat business from the travelers.
- Met all emergency and safety requirements in a professional and considerate manner. Performed under pressure within tight time frames. Ensured guests needs are met in a professional, enthusiastic and caring manner

### **ITC Hotel Grand Maratha Sheraton & towers – 5 Star Hotel**

**Mumbai, India**

*Guest Relations Executive*

June 2002 – June 2003

- Ensured service standards are met as per the Standard Operating Procedure. Additionally, was responsible for overseeing and reporting critical problems to the Resident and General Managers
- Improved team performance by ensuring guest experience and providing vital feedback from guests
- Consistently serviced inbound and outbound corporate relationships. Coordinated and ensured high service standards are met for VIP lounge services. Followed up on queries and complaints of guests
- Responsible for trainee mentor program and guiding associates with performance related obstacles

### **AW HOLDINGS [AMBIT Capital]**

**Mumbai, India**

*Executive Assistant, To Executive Director & Partner Capital Markets*

June 2001 – June 2002

- Worked as a part of capital markets group in a leading boutique investment
- Drafted and distributed inter-departmental memorandums (e-mail, document). Ensured timely safekeeping and delivery of important & sensitive information while at the time maintaining confidentiality
- Attended to team members for issues with regards to payroll, administration, benefits and general organizational policies. Liaison with appropriate department to review and correctly interpret the company handbook of policy. Served as a resource for all employees regarding employee relations issues
- Provided advice and recommendations on disciplinary action.
- Interacted with Senior Management. Scheduled and coordinated meetings, interviews, appointments, events for Directors. Deal with Media to arrange press meetings and conferences
- Ensured attendance by all new hires and participation of the leadership team in training programs

### **Yahoo! India**

**Mumbai, India**

*Executive-Moderator, Production Division*

Jan 2001 – Apr 2001

- Promoted and moderated celebrity chats. Post-chat activities included doing chat transcripts in HTML and XML. Updated news on the portal from five newspapers daily on Ftp.

## **EDUCATION**

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### **Indian School of Business**

**India**

*Executive Education-Linking H R with Business Strategy*

2012

### **MIT College**

**India**

*Post Graduate Diploma in Human Resources Management*

2012

### **Mumbai University**

**India**

*Bachelor of Arts, Major in History*

2000

## **SKILLS & CERTIFICATIONS**

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**Languages:** English and Hindi

**Certifications:** First-aid, Crew Resource Management, safety and emergency procedures