




# AISHWARI KOLIYAN

## ABOUT ME

Dynamic & dedicated HR and Administrative professional with over 9 years of experience in human resources, administration, and operations. My extensive expertise spans talent acquisition, employee engagement, compensation management, and organizational effectiveness. I am passionate about fostering inclusive and productive work environments while contributing to organizational success. My proven leadership and problem-solving skills make me an asset in driving HR strategies and operational excellence.

## CONTACT

 +971 52 686 8524

 Dubai, UAE

 kaishaa67@gmail.com

## LANGUAGES

English

Hindi

Malayalam

## SKILLS

Organizational Skills

Problem-Solving

Time Management

Leadership

Leadership

Adaptability

Employee Relations

Conflict Resolution

Recruitment

## PROFESSIONAL EXPERIENCE

### Operations & Admin Coordinator | Malabar Group of Institutions

January 2022 - December 2024

- Supported management with daily office operations to ensure smooth functioning.
- Collaborated with team leaders and department heads to identify and meet organizational goals.
- Analyzed processes to identify inefficiencies and implemented improvements.
- Oversaw the employment process, including orientation and training for new hires.
- Verified employee work hours and processed payroll accurately and on time.
- Recruited and screened qualified candidates for open positions within the organization.

### HR & Admin Executive | Al Akbar Enterprises & Travel Services

June 2017 - December 2021

- Provided comprehensive HR support, including recruitment, employee relations, benefits, and compliance.
- Attracted, selected, and hired top talent to meet organizational needs.
- Developed and implemented HR strategies focusing on talent management, employee engagement, and diversity inclusion.
- Managed employee grievances, disciplinary actions, and labor relations.
- Oversaw compensation structures and benefit programs, including health insurance and retirement plans.
- Implemented training programs to enhance employee skills and knowledge.
- Maintained HR systems (HRIS, payroll, time-off management, and performance management).
- Ensured compliance with employment laws and regulations.

## TECHNICAL SKILLS

HRIS Systems

Amadeus Reservation  
System

Galileo Reservation System

MS Excel, Word, PowerPoint

## PERSONAL

Nationality : Indian

Date of Birth : 13/09/1992

Gender : Female

Passport No. : N6888897

Expiry Date : 26/01/2026

### Customer Service Host | Bird Worldwide Travel Services (Cochin International Airport)

October 2014 - November 2016

- Delivered excellent customer service throughout the air travel process.
- Assisted passengers with check-in, issuing boarding passes, and boarding the aircraft.
- Addressed pre-flight and post-flight queries to ensure customer satisfaction.
- Managed pre-flight and post-flight documentation accurately and efficiently.
- Documented and resolved passenger baggage issues, including lost and delayed luggage.
- Coordinated with multiple airport departments to ensure seamless operations.

### Airport Service Quality Program | Kempegowda International Airport

September 2014 - October 2014

- Monitored and documented passenger processing speed at various airport checkpoints.
- Consolidated data and prepared detailed reports for submission to concerned authorities within deadlines.
- Addressed passenger queries to ensure a positive travel experience.
- Coordinated with airport departments to facilitate smooth air travel operations.
- Conducted quality checks to ensure adherence to airport service standards.
- Provided actionable insights to improve passenger flow and overall airport efficiency.

## EDUCATION

### Graduate in Business Administration (BBA)

APTECH Aviation Academy

2011 - 2014

### Plus Two - Science

Kerala Board of Higher Secondary Examination

2008 - 2010

### SSLC

Kerala Board of Public Examination

2008