



SHEEN JANET

**Neelambari House', Kumaraswamy,
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Kerala**

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PROFESSIONAL EXPERIENCE

FRAGOMEN IMMIGRATION SERVICES INDIA PVT. LTD.

(Kochi, Kerala, India)

November 2017 – Present

Senior Business Immigration Analyst (January 2021 – Present)

Business Immigration Analyst (Prior job title - Associate Consultant; November 2017 – December 2020)

- Document Review Coordination - Allocating case works to the stream members; Managing reports; Identifying urgent cases and assigning / completing it on time.
- Training Coordination for my team members (130 members) - Identifying training needs for my team members & coordinating the trainings; Creating monthly training reports of the team members for the management to review and track on the progress of each member.
- Reviewing questionnaires and the documents submitted by the foreign nationals.
- Communicating with the foreign nationals and the Caseworkers (Boston / LA) to receive all the required information and documents on timely basis.
- Drafted forms and letters for case works to help attorneys file the case with USCIS.
- Worked on document review and drafting of AOS, I-140 & EAD petitions. Additionally, worked on drafting of H-1B Extension, H-1B CAP & LCA.
- Assists in filing high volume of cases in a timely manner.
- Helping teammates in completing the data privacy exception report and root cause analysis.
- Assisting HR team for shortlisting candidates.

ITC KAKATIYA

(Hyderabad, Telangana, India)

February 2016 – March 2017

Guest Relations Executive

- Welcome guests during check-in and giving a fond farewell to guest while checkout.
- Handling guest complaints and concerns in an efficient and timely manner.
- Overseeing VIP guests, arrivals and departures.
- Coordinating and multi-tasking job duties in a busy environment.
- Providing excellent customer service as per hotel standards.
- Checking on VIP reservations, complete their pre-registration formalities.
- Allocating rooms to all arriving guests.
- Checking on guest likes and dislikes.
- Co-ordinating with housekeeping for clearing of rooms.

- Collecting Guest feedback during guest departure along with his likes and dislikes.
- Ensure that all check-ins and check-outs are handled smoothly without unnecessary delay or discomfort to any guest.

CLEMATIS TECHNOLOGY SOLUTIONS INDIA Pvt. Ltd

(Hyderabad, Telangana, India)

Client Relationship/ Partner Management Executive

June 2015 – September 2015

- Identifying new clients for sales & empanelment for HR.
- Finding new partners for the business.
- Attending meetings when required.
- Scheduling meetings (for sales)
- Maintaining the relationship with the clients and getting new requirements for HR.
- Cold Calling.
- Inside Sales

AIR ASIA INDIA PVT. LTD.

(Kempegowda International Airport – Bangalore, Karnataka, India)

Flight Attendant Administrator

October 2014 – March 2015

- Interacting with the candidates (crew) and scheduling their Interview.
- Helping them for the joining procedures.
- Collecting and ensuring their documents are valid.
- Making presentation with the details of the candidates for the CEO to approve.
- Organizing appointment with the company doctor for their medical check up.
- Helping the candidates with their accommodation for the 1st week in Bangalore, India.
- Organize training sessions for the candidates in India and Malaysia.
- Updating the training and travel details.
- Arranging and organizing their travel, transportation and accommodation in India and Malaysia for their training.
- Collating different data.
- Arranging and organizing the accommodation, travel and transportation for the trainers.
- Updating all the data and making changes accordingly.
- Coordinating with Personnel Department and the security Department for various purposes.
- Intermediate between the crew and the security department.
- Taking responsibility and handing over the required materials to the crew.
- Maintain documents and ensure its safety.
- Worked closely with the flight attendant trainers to mould our crew and prepared study materials for the crew.

EDUCATIONAL QUALIFICATION

Jain University, IIAEM, Bangalore, Karnataka, India

MBA – Aviation Business Management

Overall Percentage: 71

July 2014

University of Calicut, Providence Women's College, Calicut, Kerala, India

May 2012

Bachelor of Business Management
Overall Percentage: 75

TRAINING & CERTIFICATES

- Skill Development Workshop – Centre for Research in Social Sciences & Education (CERSSE)
- Computer Operational Skills, Communication Skills, Personality Development, Behavioural Skills – Kerala State IT Mission
- Attended Empowering Youth Programme – Junior Chamber International India (JCI)

ACADEMIC PROJECT

- Topic – Employee Satisfaction (2012) at Calicut Medical College [As part of BBA]
- Topic – Mergers, Acquisitions & its Impact on Airline Industry [As part of MBA Aviation Business Management]

EXTERNSHIP

Air India Limited

(Service Complex, HAL, Bangalore, Karnataka, India)

October 1st – 30th (2013)

PERSONAL DETAILS

DOB: 16/09/1991

Marital Status: Single

Nationality: Indian

Languages: English & Malayalam

IELTS Band Score: 7 (Academic) – expired in 2019

REFERENCE

Available on request

Declaration

I hereby declare that all the statements given above are true and correct to the best of my knowledge and belief.

Place: Calicut

Date: 12-Jan-2021

Sheen Janet