



SHABNAM SANEEA SEEKENDER (MS.)

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PROFESSIONAL PROFILE

Multilingual Human resource and hospitality professional based in Mauritius, with a BSc (Hons) in Tourism and Hospitality Management from the University of Technology, Mauritius. Currently serving as HR Officer at Prime Leisure & Recreational Ltd, overseeing operations for FiLLi Cafe (UAE franchise) and Green Is Better (USA franchise). Experienced in onboarding, recruitment, payroll, and HR documentation, with a strong focus on multicultural team training and labour law compliance. Known for clear communication, adaptability, and a proactive approach to problem-solving. Seeking visa sponsorship to contribute to a dynamic international team where professionalism, inclusion, and operational excellence are valued.

OBJECTIVE

To contribute meaningfully to a forward-thinking organization by driving business forward through strategic HR practices, fostering inclusive teams, and working in the best interest of the company to deliver a positive and lasting impact.

SKILLS AND STRENGTH

- IT & Computer literate
- Strong interpersonal skills (Communication)
- Team player
- Flexibility & Adaptability to changes
- Positive attitude
- Goal orientated
- Strong work ethic
- Attentive to details
- People management

CORE COMPETENCIES

- Multicultural Staff Onboarding & Induction (Mauritian & Nepalese nationality)
- HR Documentation, Contract Drafting & Editing
- Recruitment Events & Walk-In Interview Coordination
- Salary Grid Management & Labour Law Compliance
- Multilingual Communication (English, Hindi-English, French, Urdu)
- Workplace Issue Resolution (Grooming, Equipment, Communication)
- Staff Survey Design & Operational Assessment
- Supplier Research & Sourcing

EDUCATION

- School Certificate and Higher School Certificate (QM State Secondary School, 2017-2020)
- BSC (Hons) Tourism and Hospitality Management (University of Technology, Mauritius, 2021-2025)
- IC3 Computer literate (Excellency in Word, Excel and Power point presentation)
- National Urdu speaking union (Aligarh Muslim University, 2013-2018)

WORK HISTORY

(1) Prime Leisure & Recreational Ltd – Mauritius (UAE based Franchise Operator)

Prime leisure & Recreational Limited is a Dubai-based franchise operator managing international F&B brands in Mauritius, including FiLLi Café (UAE) Focused on delivering quality service, operational excellence, and brand consistency across multicultural teams.

Human Resources Officer

Year: February 2025- Present

- Onboarding & Induction
- Led onboarding for new staff, including induction for Nepalese workers.
- Developed multilingual induction materials tailored to cultural and language needs.
- Ensured smooth transitions and legal compliance for all new hires.
- Recruitment and interview & Brand Visibility
- Enhanced employer branding through structured hiring campaigns and public outreach.
- Maintained authenticity and quality in candidate selection.
- Documentation & Compliance
- Drafted, edited, and simplified HR documents, contracts, and internal communications.
- Managed salary grids and ensured alignment with Mauritian labour law across hospitality roles.
- Oversaw HR transitions and maintained accurate employee records.
- Staff Assessment & Workplace Improvement
- Addressed workplace issues including grooming standards, communication gaps, and equipment maintenance.
- Developed feedback tools to improve team cohesion and service quality.
- Conflict Resolution & Cultural Sensitivity
- Acted as a diplomatic point of contact for sensitive staff matters.
- Adapted communication and training approaches for multilingual, multicultural teams.
- Maintained professionalism in challenging environments with limited management cooperation.
- Issue of official letters such as Confirmation letter, Authorisation letter and Termination letters

(2) Exotic Group – Mauritius (Retail Fashion & Retail Coffee)

Exotic Group is a leading retail and lifestyle company in Mauritius, with over 35 years of experience in fashion, hospitality, and manufacturing. As HR officer, I supported operations across the group's multi-brand fashion outlets, including brands such as Body & Soul, Island Haze, Quicksilver, and Roxy, as well in the hospitality, like Artisan Coffee, Gelato by Artisan, and Bento Sushi.

Human resources Officer

Year: 2022-2024

- Coordinating HR processes for over 1500 employees across retail and hospitality units.
- Handled visa sponsorship and documentation for international hires, ensuring full compliance with Mauritian labour laws.
- Supporting recruitment, onboarding, and induction for staff at outlets located in major retail parks and urban centres.
- Medical insurance registering, provided Power point slides training to ensure optimal use of insurance and yearly renewal.
- Supervised housekeeping staff and assigned daily cleaning tasks.
- Drafted employment contracts, HR letters, and official letters with clarity and legal accuracy.
- Supported payroll processing and maintained employee records across departments.
- Handled sensitive staff matters with discretion, including disciplinary follow-ups and performance reviews.
- Assisted in organizing training sessions and staff development workshops,

(3) Maritim Crystals Beach Hotel – Belle Mare, Mauritius

A beachfront resort offering premium hospitality services, known for its guest centered approach, international clientele, and high standards in service delivery across accommodation, dining, and leisure experiences.

Marketing & Reservation Agent

Year: 2018 – 2020

- Handled guest reservations via phone, email, and online platforms, ensuring accuracy and timely confirmations.
- Promoted hotel packages and seasonal offers to local and international clients, contributing to increased bookings.
- Maintained reservation systems and updated room availability across multiple channels.
- Coordinated with front office and housekeeping teams to ensure smooth guest arrivals and room readiness.

- Assisted in preparing marketing materials, flyers, and promotional content for hotel campaigns.
- Responded to guest inquiries with professionalism and warmth, enhancing customer satisfaction and loyalty.
- Supported group bookings, event coordination, and special requests for weddings and corporate stays.
- Monitored booking trends and provided feedback to management for pricing and promotional strategies.

TECHNICAL SKILLS

- Microsoft Office Suite (Word, Excel, Power Point)
- Human Resources Management System (HRMS)
- Payroll software (Odoo and Syrve- UAE originated software)
- Document Formatting & Editing
- Survey Tools & Assessment Templates

REFERENCES: (Available upon request)