**SAM NELSON.J**

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Bengaluru, KA

**SUMMARY:**

* A senior Talent Professional with over 12 years of total US staffing experience in Recruitment, client engagement, and consultant engagement, and performance & revenue tracking.
* Managed teams of up to 30+recruiters and account managers.
* **Client Relations:**
* **Stake Holder Management**: HR Managers, Hiring Managers, Vendor managers, Key Decision Makers, and internal Project Managers
* **Vendor Management Systems** (VMS): Beeline, Fieldglass, iQ Navigator, GBaMS, Talscope.
* **Applicant Tracking Systems** (ATS): JobDiva-Search, OORWIN
* **Managed Service Providers** (MSP): Kelly OCG, Pontoon Solutions
* Excellent experience in staff augmentation industry, with expertise in international recruiting, Sales, developing strategies and managing a resource team within the framework of company.
* Excellent managerial skills with experience in customer service, third-party vendor management negotiation & overall operation.
* Ability to effectively communicate with all levels of management and customers.
* Proven experience in leading teams, establishing, planning, organizing, and coordinating a wide variety of recruitment and sourcing strategies.
* Firsthand experience in sourcing candidates through different multiple channels such as direct, internet, referrals, research, relationships, etc.
* Possess effective presentation, verbal & written communication skills.
* Exceptional understanding of business needs.
* Initiative-taking with ability to work independently and in the team environment.

**EDUCATION:**

**Master of Business Administration** from C. K Institute of Management, Coimbatore - 2011

**Bachelor of computer applications** from A.V.S College of Arts and Science, Salem - 2009

**AWARD:**

Top Performer

**EXPERIENCE:**

**Element Technologies Inc Feb 2021 – June 2022**

**Delivery Head**

The technology industry is subject to constrained business growth, infrastructure dearth to build novel technologies and is lacking business relevancy. At Element, teams are driven by passion and commitment to offer high-value IT services by leveraging our flexible engagement and delivery models to better serve our customers.

**Responsibilities**:

Involved in both US & India recruitment operations & Sales. Generated **$5 million annual revenues** by researching and evaluating current recruitment/service delivery practices and producing more efficient recruitment/service delivery practices to suit the individual customers

**Recruiting Operations**:

* Own and manage the professional services division for Element.
* Effectively Manage teams in Bengaluru for Staffing Services, College Hires, H-1 Hires (Transfers) Corporate hiring (US & INDIA) & Interview Panel.
* Create and Implement Individual & Team SLA's and run Weekly meetings to ensure 100% SLA adherence.
* Monitor production (Calls, Submission, Interview prep/De-brief, On-boarding) on a day to basis
* Ensure that the team achieves daily submissions and weekly sign-ups.
* Hire & train fresh graduates (Manual creation, group & individual training, mock call sessions, weekly assessments).
* Drive teams Revenue and Profit through innovative practices.
* Design and implement unique sourcing strategies.
* Collaborate with senior leadership in India and USA to help formulate and implement organization-wide initiatives.
* Talent acquisition, development, retention, and professional advancement for offshore based Recruitment organization.

**Business Development**:

* Analyze existing accounts for potential and competition and present plan to drive more business.
* Execute plans to drive higher placement ratios and ROI in those accounts.
* Work on Business Development for Products, SOW & Staffing (IT and Non-IT) through VMS/MSP & Direct relationships.
* Extensive Strategic and Tactical CX Evaluations and recommendations
* Global Contact Center Solutions and Compliance
* Deep relationship with all Major Contact Center Software providers

**E-Solutions Inc., Jan 2020 – Oct 2020**

**Delivery Head**

E-Solutions, Inc. provides technical expertise to clients' immediate skill-sets availability, deliver emerging technology skill sets, refresh existing skill base, allow for flexibility in project planning and execution phases, and provide budgeting/financial flexibility by offering contingent labor as a variable cost.

**Responsibilities**:

* Managing full lifecycle recruitment operations fulfilling client requirements, timelines & SLA metrics - requirements analysis, action plans, and delivery.
* Conceptualize & drive effective sourcing strategies to deliver on time, high quality & cost-effective output and increasing the efficiency of the recruitment lifecycle.
* Track, acquire, analyze, and maintain information on latest market trends and availability of resources by leveraging social media, technology communities.
* Managed the complete recruitment cycle - sourcing, screening, scheduling & conducting HR rounds & offer proposals, offer negotiations, taking offers to closure.
* Deployed a mix of effective sourcing techniques - job portals- Monster and Naukri, referrals, databases, social networking sites- LinkedIn, and vendor sourcing.
* Manage niche hiring at all levels across verticals & technologies - including senior & middle level leadership hiring.
* Worked extensively on offer negotiations with the candidates.
* Managed end to end walk- in drives effectively with good numbers.
* Mapping profiles available from internal pool, managing internal bench drives, coordinating with panel, and allocating them as per project requirement.
* Major skills hired are Oracle APEX, Oracle Apps, SOA, PL SQL, OBIEE, ODI, IAM, Java, Oracle Utilities, Mainframe, Siebel, MS Dynamics, SAP, .net, JAVA, JDE, Big Data, Hadoop, Cloud Technologies etc.

**KRG Technologies Inc., July 2017 – Dec 2019**

**Sr. Recruitment Lead**

KRG Technologies was founded with a simple motive of offering the clients exactly what they want, how they want and when they want it. By leveraging its technological edge and right-sourcing advantage, KRG has grown to become one of the most trusted strategic technology partners in a brief period of time. Treating every client as its top priority, KRG customizes solutions and services to align with the unique needs of each client.

**Responsibilities**:

* Generated $3 million annual revenues by researching and evaluating current recruitment/service delivery practices and producing more efficient recruitment/service delivery practices to suit the individual customers
* Searching the database/web/jobsites to source out the required resumes and updating the old resources from database/web/jobsites.
* Preliminary screening/short listing the right qualitative profile against the given requirement of the resumes sourced through recruiting.
* Speaking/Emailing to the screened/short-listed resumes and checking their availability and interests. Interview follow-ups with candidates.
* Interview co-ordinations and scheduling the short-listed resumes.
* Establish and maintain a good relationship with the employees and the clients.
* Effectively closed candidates after employment offer. Maintaining the data base for the future requirements
* Managing a team of recruiters to ensure that the client requirements, are prioritized and serviced in time.
* Managed multiple critical requirements personally.
* Expertise in entire recruitment life cycle from requisition initiation to sourcing, to acceptance of offer and final.

**ThemeSoft Inc., November 2016 – March 2017**

**Director – IT Services**

ThemeSoft Inc., is a global company specializing in Human Capital Management Services. We specialize in HR Outsourcing, Recruitment, Payroll & Compliance and HR Technology Consulting. Themesoft is also a business technology solutions firm specializing in Microsoft Technologies specifically Dynamics CRM implementations and SharePoint collaboration, SQL Server Business Intelligence, Integration, and Infrastructure. We provide expertise and services to small and medium-sized business using Microsoft Technologies to scale and compete with large enterprises leveraging Microsoft Dynamic CRM and the eco-system of supporting cloud solutions. We help organizations in successfully automating their business operations using Microsoft based business solutions designed to maximize efficiencies. ThemeSoft specializes in CRM consulting and implementation services to help you take complete advantage of Microsoft Dynamics CRM benefits. Themesoft has the expertise and dedicated resources to help you develop and implement a CRM strategy that meets your business objectives.

**Responsibilities**:

* Tasked with the goal of creating best-in-class local and national, recruitment-driven, staffing team focused on servicing high-end Technology staffing needs of our clients.
* Managing the teams and their performance against KRAs. Development and motivation of staff - Account Executives, Lead Recruiters & Technical Recruiters.
* Identifying, recruiting, hiring, training, coaching, motivating team members
* Guiding the team in targeting the right clients and business development process to ensure appropriate business mix to reach business goals.
* Develop solutions regarding customer-related issues to ensure client satisfaction.
* Conduct staff and training meetings as well as periodic business review meetings.
* Administer staff performance evaluations and salary/incentive reviews.

**IT Trailblazers LLC. June 2015 – Oct 2016**

**Client Relationship Manager**

**Clients – Cognizant & TCS**

IT Trailblazers, established in 1999, is the technology resource company for today's complex and dynamic technology space. We provide people, solutions (Application Development, Content Management, Learning Management, DevOps, Consulting, and Digital Transformation), and products to multibillion-dollar organizations. ITTB has presence in New Jersey, New York, Illinois, California in the USA and in Canada, India, Costa Rica, and APAC which uniquely equips ITTB to combine full solution packages with proficient professional services and a cloud based LMS (Learning Management System). ITTB is deeply embedded across industry verticals such as Healthcare, Banking & Financial Services, Insurance and Retail, delivering end-to-end IT solutions that help its clients arrive at their business objectives through the smart use of technology.

**Responsibilities:**

* Work under the overall guidance of Service Delivery Manager.
* Managing the client relations of Cognizant and TCS.
* Managing the teams and their performance against KRAs.
* Evaluating and speaking to the candidates submitted by the recruiters.
* Finalizing the candidates and submitting them to the client
* Coordinating the Interviews for the shortlisted candidates.
* Coordinating with the HR department of the company and the selected candidates to make the candidates’ onboarding experience smooth and pleasant.
* Establish and maintain a productive relationship with the consultants and the clients.
* Updating the candidates’ and placements’ data in the Applicant Tracking System.
* Submitting periodical performance repots to the Service Delivery Manager.
* Generated $2 million annual revenues by researching and evaluating current recruitment/service delivery practices and producing more efficient recruitment/service delivery practices to suit the individual customers

**Objectwin Technology, Bengaluru, Karnataka, India Oct ‘12 – Aug 2014**

**Senior US IT Recruiter**

ObjectWin Technology India Pvt. Ltd. which is a 100% subsidiary of ObjectWin Technology Inc., a well

established organization headquartered out of Houston, Texas. We specialize in ERP, CRM, web technologies (SAP, PeopleSoft, Siebel, Java/J2EE, .NET), and staffing solutions.

**Responsibilities:**

* Sourcing the resumes from internal database and Job portals like Monster, career Builder, Jobs Ahead and Groups and other available Portals and Screening the resumes according to the requirements.
* Possess exceptional knowledge of recruiting and hiring processes including sourcing, interviewing, reference checking, tracking, salary negotiations, and closing.
* Negotiated salaries and hourly rates, extended offers of employment to successful candidates and filled all the necessary paperwork after the hire.
* Screening the candidates including the high-profile applicants based on their resumes and job profiles.
* Getting confirmation, visa copy for verification from the candidates and submitting the profiles to clients
* Doing follow-up calls

**iFlowsoft Inc., Coimbatore, Tamil Nadu, India June ‘10 – Oct ‘12**

**Senior US IT Recruiter / Bench Marketing**

iFlowsoft ([www.iflowsoft.com](http://www.iflowsoft.com/)) the leading-edge technology implementor supported by an experienced team of SCM, manufacturing, Banking professionals with a focus on helping clients achieve measurable results. IFlowsoft’s combination of technology and services creates a one-stop source for supply chain, manufacturing, banking, and project out souring that is effectively serving many of the world’s best companies, from Fortune 100 enterprises to leading SMEs.

**Responsibilities:**

* Responsible for sourcing resumes to technically screening, negotiating rates with Vendors, scheduling and coordinating interviews, checking references.
* Responsible for contract & contract-hire placements of IT professionals for clients.
* Recruit via Internet job boards [Dice, Monster, corp-corp, Bench folks].
* Maintenance of database and documenting, including high to low profile personnel.
* Efficient search, evaluation of candidates for the requirements based on skills, functionality, experience, and qualification.
* End-to-End coordination of interviews from client and candidate side.
* Screening the candidates including the high-profile applicants based on their resumes and job profiles.
* Short-listing resumes as per the requirements.
* Utilized internal databases to identify potential candidates for job placement.
* Working on the replacements in case the candidate fails to perform.
* Maintaining exceptionally good database of qualified consultants, constantly calling them to check their availability.
* Marketing our H1 Consultants, EAD, GC holder and US Citizen for Direct Client requirements
* Worked for getting OPT/CPT/L2 EAD candidates for marketing and get them training from the senior consultants.
* Arranging the interviews and getting time schedule from the client.
* Following up regularly with the vendors to get the feedback.

**Atline Technology, Salem, Tamil Nadu, India (Company shut down) Aug ‘09 – May ‘10**

**US IT RECRUITER**

Atline Technology, we draw on our expertise and experience with enterprise solutions development to help you navigate through the complexities and deliver the value-based solutions your business needs at lower cost. Atline Technology helps you demystify complex applications and focus on the transformation of your organization through the enabling technology of the leading enterprise systems

**Responsibilities:**

* Getting requirements from my team lead and have a quick call about the requirement and the customer expectations
* Posting the requirements on the Job Portals like Corp-Corp, Dice, Monster, Career Builder, Bench Folks, etc.
* Sourcing the resumes from internal database and Job portals like Monster, Jobs Ahead, Groups and other available Portals.
* Screening the resumes as per the requirements.
* Contacting the candidates, discussing the requirement, and finding their comfort level.
* Getting confirmation from the candidates and submitting the profiles to clients.
* Scheduling candidate interviews by sending invites through E- Mails.
* Doing follow-up calls.
* Preparation of Weekly and Monthly report relating to interviews with number of interviews happened, offers made and candidates joined.
* Building rapport with candidates.
* Salary negotiations, fitment and follow up for permanent employees.
* Accustomed to work in night shift with tight schedules, effective results and capable of working efficiently under pressure