SINDHU
9742007229
sindhu7229@hotmail.com

SUMMARY

- Over 6 Years of experience work experience with 5 + years in recruitment/ Staffing Industry.
- Well versed in pre-employment screening i.e. in background check process (BGC/BGV) & Onboarding.
- 2+ years in domestic and US IT recruitment.
- Worked with well-known Background Screening Company as client.
- Experienced in End-to-End Recruitment Life Cycle process including Head hunting, Requirement analysis, Client Interaction, Salary Negotiation, Benefits negotiation, client interview arrangement, paperwork, closure.
- Experienced in recruiting techniques like Requirement Hunting, Cold Calling, Networking and Internet based recruiting tools.
- Experience working for Contract to Hire, W2, C2C positions and good knowledge on H1b, TN Visa, EAD, GC holder & Citizen.
- Well versed with Job boards i.e. Dice, Monster, Career Builder & Bullhorn (internal tracking tool)
- Performing recruitment lifecycles as the aspects like sourcing the resource, screening and coordinating technical interviews, negotiation and follow up etc.
- Experience working in BPO sector as customer support /Technical support officer.
- Have hands on experience in troubleshooting IE browser and Windows, Internet and dial-up connections.
- Application tracking systems – Bullhorn, JobDiva, GEM, CATS, Taleo, CPX.

CORE COMPETENCIES:

Customer Service	Vendor Management	Client - Delivery
Management Compliance - Report Analysis		Team Building/Leadership
	Strategic Planning Negotiation	

PROFESSIONAL SKILLS:

- Good interpersonal communication.
- Ability to learn & grasp.
- Capable to implement creative thought.
- Hard worker & flexible.
- MS Word, Excel
- Typing speed – 40 wpm
- SAP HCM Functional (Trainee)

EDUCATION:

- B.A, Philosophy- Bangalore University 2009.

EXPERIENCE:

Company – VIVA USA INC
Designation: HR Executive (onboarding)
Duration: Nov 2019 – till date
Responsibilities

- Send new employee On-boarding – paperwork (both client & vendor paperwork including i9 documents), background & drug test completion – for W2s, 1099 and sub-contractors
- Escalations - Follow up with Consultants to get complete file.
- Perform pre-submittal background checks.
- Check each onboarding consultant file for accuracy and clear to start.
- Prepare and send client docs to send to ARMs/AMs.
- When employee starts; update intranet with relevant details such as legal, payroll, contact self/emergency, etc.
- Update the stakeholders about Onboarding status of an candidate and create Potential employee records on intranet.
- Send counter signed agreements, addendums, and background reports, if requested to billable staff
- Address HR related queries from employees and perform full-cycle consultant management from onboarding to termination
- Prepare response to client audits
- Terminate employment
- Follow up three times daily for background and drug status from agencies
- Update intranet before 10am for Onboarding Status report
- Ensure that background checks and paperwork are moving along in a timely manner and escalate (e.g. when drug test not taken within 48hrs or BG authorization not returned within 24 hrs.)
- Follow up daily on status of conditional starts and send updated report
- Field ARM & AM requests for status on drug and background screens

- ☐ Update Self-Identification spreadsheet
- ☐ Assist law firms/legal dept. with visa/green card applications and visa transfers
- ☐ Any other HR, payroll and contract related tasks assigned by Management.

Kaygen – Bangalore, KA
Designation: Human Resources- Sr.
Duration: Jan 2019 - May 2019
Responsibilities:

US HR - Operations/Contracts coordinator Onboarding
- ☐ Candidate and Supplier onboarding.
- ☐ Contract administrator - coordinating with a Legal team for revision of agreement on Supplier or client requests & candidates.
- ☐ Execution of MSA
- ☐ Issuing Vendor letter & Client letter on request.
- ☐ Background check (BGC)- initiation.
- ☐ Vendor coordination
- ☐ Client coordination (only on BGC requirement)
- ☐ US HR generalist duties Client coordination
- ☐ Completing Exit formalities

India HR – Operations/Onboarding
- ☐ Conducting Induction
- ☐ Training arrangements.
- ☐ Defining HR policies
- ☐ Implementation of new policies
- ☐ Performance evaluation.
- ☐ HRIS - employees record creation and maintenance Exit formalities.
- ☐ Providing access to the requirment portals such as job poratls, system allocation, biometric set up etc etc.
- ☐ Handling greviences.
- ☐ Helping managers in perfomance management.
- ☐ Completing Full & Final settlements.

LanceSoft Pvt Ltd - Bangalore, KA
Designation: Sr Associate - HAMG (Human Asset Management Group) - US HR
Duration: 07/2017 - 06/2018
Employee Relationship Management
Execute & implement ER programs.
To address issues and recommend solutions.
Striving to Bring in Culture by innovative ideas and making great workplace to employees for demanding business conditions is a challenge of my role.
Responsibilities:

Counseled business on multiple initiatives & recommended solutions to complex employee relations and HR issues End to end management and partnership with business and other HR functions to deploy and execute HR Programs & strategy..
Working closely with Line Management, executive teams and other functional areas to proactively address employee issues related at worksites
Training and assisting team members and new joinees.
Handling and addressing Queries/Concerns/Questions of EMPLOYEES related to as follows:
Time sheet:
➢ Creation of Timesheet login credentials.
➢ Guiding employees on submitting their time cards.
➢ Providing accrued Sick/Paid leave information
➢   To ensure received time sheets are updated by following up with concerned
department. Pay related:
➢ Related to the deductions on paystubs (Benefit – Medical, Dental, 401K & taxes).
➢ Paystub copy request.
➢ Processing Salary Advance request.
➢ Requests for the change Payroll cycle.
➢ Processing request for the change in Direct deposit information /W4 forms/Address/ Contact email and phone number
➢ Processing PR increase request.
➢ Rapid Pay Card – Offering the service if employee has opted for manual/Paper paycheck.
General responsibilities:

Coordinating with internal departments:
➢ Escalating issues and the situation of an employee at worksite to the concerned department for the necessary action.
➢ Escalating to management on repeated concerns.
➢ Taking necessary approvals to process – Salary Advance, Payroll change, pay rate increase etc. etc.
➢ Negotiating with employees on increased new PR related.

Artech Information systems - Bangalore, KA
Designation: Sr. HR Executive – BGV/BGC
Duration: 06/2015 - 04/2016
Responsibilities:
The role involves interacting with the candidates and the vendors every day and developing good rapport with them in order to execute results on time.
● Follow up with candidate on regular basis in order to obtain the information to complete the background screening before his/her start.
● I9 Verification through Everify.
● Data Entry: Accurate and complete data entry on the Vendors' portals ensuring that they receive complete information required for verification.
● Report Analysis: Analyzing the reports received from the vendor and updating the Internal Team (Sales, Recruitment and legal Team). This would involve the type of discrepancies found, any issue in getting the verification done from a particular organization, non-cooperation from the authorized verifiers etc
● Audit: Random audit for verifications carried by the agencies. Updating them in case of any deviation. Also, managing the reports and other documents for any audit conducted by the clients.
● Performance Assessment: Assessing performance of vendors and updating the management on the same. This may help the management to either continue with the same vendor or change if required.
● Research: Google alternate / additional contact information in order to help close pending checks from employers and educational institutions (internal initiative).
● Educate the recruitment and sales team on process flow.
● Maintaining data related to all candidates on file (Release form, supporting documents, final reports, health screen reports including drug test reports)
● Updating vendors regarding policy codes / checks based on client requirements.
● Contract reading and following as per Client requirement to be compliant. Adjudicating reports as per client guidelines.
● Helping manager in Adjudicating reports with criminal records by researching on the sentences and by going through state laws, client adjudication guidelines before making hiring decision.
● Adverse action notice – Sending to those who do not meet the company standards.
● Documenting all the supporting employment/education proof received from candidate.
● **Vendor Management:**
- Discussing with their team/representative regarding the issues in obtaining the verification.
- Interacting with client relationship managers to have the new account set up for the new requirements.
- Approving their invoices.
- Discussing about the charges of the packages & getting the same approved from our financial team.
- Helping vendor at the site inspection at the time of New Set up.
- Having periodic review meetings with the vendor managers and group heads to discuss the status and plan strategies if there is any changes in the process.
- To ensure both vendor and we are compliant about the report.
- Disputing/requesting to them to obtain more information regarding the records/charges found on the report based on the scenarios/client requirement.
● **Reports/Trackers:**
- Maintaining monthly trackers of all the background checks conducted in respective month.
- Master data sheet – Maintaining/Updating all the client requirements on timely manner.
- Report – Sending/saving all the completed reports to the respective department/client.
- Maintaining of the tracker based on the average time taken to complete the BGV by marking delay reasons for each case.
- Tracker of the completion BGC based on the time taken by each vendor to complete the order.
- Maintaining Stat sheet of each & every member of a team member in order to pull up the average TAT take to close the cases.
● Interacting with all the zonal/Account managers/ VPs to get their help on delayed cases.
● Forwarding TIME SHEETS to respective managers to get that approved & submit to the team to process the payroll.

12/2014 - 05/2015 – Worked as US IT recruiter (Contract position) with Brillio.

Designation: "Associate - Compliance" – BGC/BGV
Duration: Oct 2012 – Oct 2014
Company: Mastech PVT LTD
The role of an Associate – compliance is to execute the entire process of BG process required for our field employees. This role is

responsible for closure of BG checks before the candidates' start dates. This makes the role very important and crucial from Company's performance stand point. The role involves interacting with the candidates and the vendors every day and developing good rapport with them in order to execute results on time.

Responsibilities:

- Bridge between Candidates and the agencies: Collecting information (through forms, mails etc.) from the candidates / recruiters and passing the same to the vendors.
- Follow – up.: Follow up on daily basis with the vendor team for the completion of verification of the candidates and ensure the hiring process in complete within TAT.
- Data Entry: Accurate and complete data entry on the Vendors' portals ensuring that they receive complete information required for verification.
- Report Analysis: Analyzing the reports received from the vendor and updating the Internal Team (Sales, Recruitment and legal Team). This would involve the type of discrepancies found, any issue in getting the verification done from a particular organization, non-cooperation from the authorized verifiers etc.
- Status Management: Maintaining progress of each case on daily basis for the completion and also using the same for future reference.
- Audit: Random audit for verifications carried by the agencies. Updating them in case of any deviation. Also, managing the reports and other documents for any audit conducted by the clients.
- Performance Assessment: Assessing performance of vendors and updating the management on the same. This may help the management to either continue with the same vendor or change if required.
- Research: Google alternate / additional contact information in order to help close pending checks from employers and educational institutions (internal initiative).
- Maintaining data related to all candidates on file (Release form, supporting documents, final reports)
- Updating vendors regarding policy codes / checks based on client requirements.
- Contract reading and following as per Client requirement to be compliant.
- **Vendor Management:**
- Discussing with vendor team/representative regarding the issues in obtaining the verification.
- Interacting with client relationship managers at vendor place to have the new account set up for the new requirements.
- Approving their invoices after cross verifying.
- Discussing about the charges of the packages & getting the same approved from our financial team.
- Helping vendor on the site inspection at the time of New Account (New vendor) Set up.
- Having periodic review meetings with the vendor managers and group heads to discuss the status and plan strategies if there is any changes in the process.
- To ensure both vendor and we are compliant about the report.
- Disputing/requesting to them to obtain more information regarding the records/charges found on the report based on the scenarios/client requirement.
- **Reports/Trackers:**
- Maintaining monthly trackers of all the background checks conducted in respective month.
- Master data sheet – Maintaining/Updating all the client requirements on timely manner.
- Report – Sending/saving all the completed reports to the respective department/client.
- Maintaining of the tracker based on the average time taken to complete the BGV by marking delay reasons for each case.
- Tracker of the completion BGC based on the time taken by each vendor to complete the order.
- Maintaining Stat sheet of each & every member of a team member in order to pull up the average TAT take to close the cases.
- Interacting with all the zonal/Account managers/ VPs to get their help on delayed cases.

Company: Lance-Soft Inc. Dec 2011 – July 2012
Designation: "US-IT Recruiter" **Client**: AT&T
Responsibilities:

- Expertise on End-End life cycle of US Recruitment for Contract, Contract to Hire and Permanent positions.
- Searching for desired candidates on the job portals (Career Builder, Dice, Monster, Corp2Corp)
- Match the profile of the candidate on technical grounds.
- Initial screening of candidates to shortlist them for the desired position. (IT and non-IT)
- Conduct initial interviews by phone to determine experience and skill level
- Communicating with the candidates on all legal terms involving the work authorization, misdemeanors/felonies, prior experience and all the other formal details such as SSN, DOB's.
- Proficient in negotiating the Pay rates taking the mark up in regard.
- Ensure candidate is available and ready to take up the position
- Submitting the candidates resume on the MSP – Vendor's portal.
- Arrange for client interviews
- Completing the recruitment process once the candidates is shortlisted as per the company's protocol.

Convergys India Private Limited:
Client: TSO (Tier -2 Support); **Process:** Microsoft Windows (Networking and PC-safety"
Duration: **May 2011 – 21/Sep/2011**

Valutek consulting
Designation: HR Executive.
Client: TESCO, Educom & Insurance
Duration (Oct 2010 to Jan 2011)

YASHAS CONSULTANCY (FRANCHISE OF LAURUSCAREERS CONSULTANCY)
Yashas specializes in cost-effective Non-IT staffing solutions and ability to deliver resources to your organization quickly and efficiently by giving you the brainpower of highly trained Non-IT consultants and specialists. We can provide permanent, temporary and project life-cycle staffing solutions with one individual or an entire team of professionals.
Designation: H. R. Executive
Duration: Jan 08- Mar 09
Responsibilities:

The process in this Organization involves meeting the various manpower requirements for marketing field and other companies.
▪ SCREENING: Mapping Requirements and matching them with existing profiles.
▪ DATABASE: Maintaining database of profiles.
▪ Understanding the requirement and accordingly drafting a job description and getting it approved from the concerned person.
▪ SCHEDULING: Requirements are taken into consideration for scheduling eligible candidates for various interview Initiatives.
▪ INTERVIEWING: Interviewing the candidates, Arranging for technical interview and coordinating with the concerned person.
▪ Communicating the employment status to the applied candidates.
▪ Maintaining and updating the database of the candidates.
▪ Doing a background verification of the shortlisted candidates before contracting them to any client.
  INDUCTION AND ON-BOARDING
  SEPARATION:
▪ Employees working at Client location - all the direction will be provided through their respective HR.
▪ Exit Formalities – To make sure that employee has completed all the requested paperwork & have hand over all the office belongings to the respective team before they leave the premises.
▪ Conducting exit interview.
▪ Issuing Relieving letter/Full & Final settlement letter/Experience letter.

FIRST SOURCE (formally called as ICICI ONE SOURCE)
Designation: C.S.E
Process: ICICI PRUDENTIAL
Duration: Nov 2006 – Nov 2007

I hereby declare that the above information furnished is true and correct to the best of my knowledge and belief.

(SINDHU.B)