

Ms. Ruchita Jain

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CAREER ABRIDGEMENT

Highly productive and intellectually aggressive HR, a born team leader with 6 plus years of experience in the HR Domain. Competent in Recruitment, Induction, Personnel Management, Payroll and Training, Account Management, Customer Success.

- Shortlisting matching CVs and making effective phone calls to selected applicants
- Making payrolls using HRIS systems
- Maintained flawless attendance and leave records of over 500+ employees at a time.
- Effectively deals with employees and resolve their issues covering all aspects of employee relations as well as compliance. Expert at writing job descriptions, specifications and job advertisements and posting them online on numerous job-portals, emailing them for internal postings and giving print ads.
- Discuss with higher management for approvals of several employee benefit initiatives.
- Managing employee time records and personnel files.
- Digitalizing HR Process
- Techno- Functional Consultant

AREAS OF EXPOSURE

Recruitment	Induction	Training & Development
Payroll Management	Employee Relation	Customer Success
General Administration	Team Management	HR Techno- Functional
Compensation & Benefits	HR Strategist	HR Analytics

ORGANISATIONAL SCAN

November 2019 - Present: Darwinbox Digital Solutions Pvt. Ltd, Mumbai as Customer Success Specialist

- Acting as a techno-functional consultant and provide recommendations on process
- Configure and manage client's instance on Darwinbox; Assist and Train clients to do it on their own
- Devise engagement plans that consider customer business goals and map product capabilities to achieve these goals
- Drive product adoption, increasing overall retention and achieve process success for customers
- Support clients during critical HR events like Appraisal, Increments etc.
- Support clients to resolve queries or bugs, as and when required
- Gather feedback on product experience during the entire customer lifecycle via targeted surveys
- Identify prime targets for up-sell/cross-sell and engage Sales team to execute on those opportunities

- Share best practices with clients on how to achieve product success with Darwinbox
- Identify risks proactively, mitigate and escalate as deemed appropriate.

January 2018 – November 2019: Dinesh Engineers Limited, Mumbai as Senior HR Executive

- Managed entire HR gamut from hire to retire, formulating and implementing and suggesting management about best HR practices, policies & initiatives.
- Managed entire recruitment life cycle for the company –PAN India
- Drafting all kind of letters and handling documentation process
- Managed payroll administration for all employees
- Gathered all necessary data to benchmark salaries and benefits and responsible for Zone salary input for final payroll process.
- Ensured resolution of employee grievances by adopting methods like counselling and establishing works committee.
- Undertaking employee engagement activities and policy driven process for various celebrations of employees and giving award to the best employees for their performances.
- Managed all administrative activities like maintenance of office equipment, transport, housekeeping & maintenance of office and record keeping of office stationery including various formats.
- Monitored adherence to statutory regulations & compliance with various governmental agencies, monitoring disciplinary issues & legal matters.
- Implemented HRMS Software Darwinbox and aimed at digitalizing many HR process.

May 2015- July 2016: Automotive Manufacturers Pvt. Ltd., Mumbai as HR Executive

- Managed applicant sourcing, job advertising, conducting reference & background checks
- Coordinating with HOD's for interview schedules, salary fitment of new recruits as per organization's grade up to Sr. Manager Level
- Drafted letters of correspondence, assisted report writing and submission of the recruitment activities, new hire file management, researching upcoming networking events and career fairs for improving applicant pool quality
- Induction, Orientation & On-Boarding of new joiners and fulfilling all the joining formalities viz. reference check of employees, rolling out offer letters, appointment letters, and confirmation letters etc.
- Updating the details of employees in HRMS software regarding their joining, salary details as well as separation etc., later was given exposure to Spine software.
- Coordination with various departments i.e. coordinating with accounts department with regards to salary, co-ordination with contractor's regarding contract employee's salary etc.
- Maintained flawless attendance and leave records
- Exposure to statutory compliance (PF, ESIC), PMS, Calendar Management
- Arrangement and co-ordination with all the branches and Training Centre's for training
- Effectively dealt with employees and resolved their issues covering all aspects of employee relations as well as compliance

- Suggested employee engagement activities
- Managed full & final settlement of employees and other general administration.

September 2013- March 2015: Dream Educare Services, Mumbai as HR Executive

- Managed the HR activities of the company like recruitment, on job training, salary and employee engagement and employee grievances
- Assisted in organizing various training session for the students staying in slums as the company is associated with one of the charitable trust –Aashraya Your Shelter Charitable Trust and various other workshops and seminars on various topics ranging from personality development, motivational speech, management aspects and career guidance
- Managed queries related to admission, aided and career guidance
- Follow-up with the prospective candidates and counsel them about best career enhancing programs

September 2012- June 2013: White Knights, Mumbai as HR Executive

- Managed the entire end-to-end recruitment cycle for assigned clients
- Applied sourcing methods to find the right candidates by leveraging different tools like internal database, job portals, networking sites
- Interaction with clients to get the interview schedule for short-listed candidates and making sure that candidate should not be a 'No-Show' by constant follow-up ➤ Take feedback from interviewers and informing the candidates on the same.
- Ensured fast response time to client's needs and requests and maintained a strong network across for contractual assignments.
- Maintained healthy HR relationships with candidates from their hiring till separation and post separation as well.
- Exposure to employee engagement activities.

RESEARCH REPORTS

M.M.S (2010-2012) – A study on work life balance in banking sector

B.M.S (2007- 2010) - Human resource operating standards- M/S Hytorc Pvt. Ltd., Mumbai

SUMMER INTERNSHIP

During M.M.S (2010-2012)

Dispute Resolution Through The Process Of Adjudication

- **Organization** : Air India, Mumbai
- **Duration** : 2 months in 2011

ACADEMIA

- **Diploma in Training & Development** from Indian Society for Training & Development (ISTD)
- **Masters in Management Studies (HR)** from G.N.I.M.S- Khalsa College, University of Mumbai, Mumbai
- **Bachelor of Management Studies** from Tilak College, University of Mumbai, Mumbai

Academic Achievements

- Awarded by Chief Justice of India -Merit Student- Diploma in Training & Development
- Ranked **2nd** in F.Y.B.M.S and S.Y.B.M.S
- Ranked **3rd** in XII Commerce
- Ranked **1st** in XI Commerce

IT SKILLS

- Well versed with Windows, MS Office & Internet Applications.
- **Diploma in Management Information System** from NIIT, Mumbai

EXTRAMURAL ENGAGEMENTS

- Actively participated in seminars and conferences of National HRD Network
- Actively participated in various management and cultural events during graduation and post-graduation
- Was a Member of Editorial Board for college magazine
- Participated as a compere in college programs and fests
- Visited Girni Kamgar Sangharsg Samiti and have studied about the Working conditions and issues of Trade unions and have undertaken various other live projects
- Certification in YES+ 'Art of Living' Course
- Have keen interest in teaching and helping Slow Learner Kids.

PERSONAL DOSSIER

Date of Birth : 15th September 1989
Residential Address : Sagar Residency, B- 501, Plot No. 98-99, Sector 27,
Opposite to Sonawane Hospital, Near Fire Brigade,
Nerul East, Navi Mumbai 400706