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|  | e-mail : aszoyaspeaks@gmail.com    Mobile: +917993109277  Location : Hyderabad , A.P. |
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Blessy Mammen

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| Objective | To work in dedication, setting an example and being successful in all endeavors | |
| Experience | **Jan 2020 – March 2020**  **Senior HR – Talent Acquisition Medvarsity Online Ltd ( Contract)**  End to End Recruitment across all domains  Stakeholder Management, Technology Hiring  Senior Level Hiring, Social Media Hiring. Job Portal Screening  Non IT Hiring for healthcare and training industry  Joining Formalities, Onboarding. Exit Interviews.  Maintenance of the Careers Websites, Job Postings, CRM, MIS, Recruitment Tracking on CRM  **January 2016 till Dec 2019**  **FreeLance Headhunter – ITES/ IT companies- PAN India**  Sourcing the right candidate through Job Portals, Social Meadia, HeadHunting, Resume Screening, Scheduling Interviews, Requirement gathering. Arranging HR Interviews, Salary Negotiation etc. for Mid to very Senior Positions like AVP and above. IT recruitment, ITES recruitment for Executive Hiring (very Senior positions) with Experience ranging from 7 years to 20 plus.  **Sr. Technical Support Agent - Aug 2010 till Sept 2011- TECH MAHINDRA**  **Formerly - Mahindra Satyam BSG**  **Duties and Responsibilities include:**   * Provide client support and technical issue resolution via phone * Configuration of client's equipment to connect to the Internet via modem/DSL Router (DSL customers only). * Educate customers in the use of system and applications as related to Internet. * Basic Internet Support, help with Internet Explorer, Microsoft Outlook etc. * Proficient in Internet related applications such as E-Mail clients, FTP clients and Web Browsers * Perform creation of new accounts using company provide software tools.   **Team Leader –Leadership Hiring : 2COMS Pvt Ltd, Pune**  Sourcing the right candidate through Job Portals, Social Media, HeadHunting, Resume Screening, Scheduling Interviews, Requirement gathering. Arranging HR Interviews, Salary Negotiation etc.  Effectively using Personal network, Employee referrals to close the position.  Responsible to manage and close openings within the time frame.  Managed End to End Recruitment where I was the Account Manager for a client.  Preparing and Maintaining the recruitment database for clients and company alike.  IT recruitment, ITES recruitment for very Senior positions with Experience ranging from 7 years to 20 plus.  Industries Handled – IT, ITES, BFSI, Education, Pharma. Construction.  . ** September 2005 till July 2006—HSBC Electronic Data Processing India Pvt. Ltd. Hyderabad.**  **Customer Service Executive for Tele Banking.** Trained in UK and UAE lifestyle, the role includes- acquiring knowledge on HSBC products and procedures . Respond to overseas customer queries over the telephone. Handle in-bound calls to resolve outstanding banking issues with customers with strong organizational skills to work with a team of customer care professionals in an energetic telephone services environment. Responsible for relationship management with customers and resolving or directing inquiries in a professional manner. Position entails providing customer service to credit card customers, collecting on over limit and past due accounts, and selling products to customers. Offer value-added products on every eligible call and are required to meet established sales goals on a monthly basis .Co-coordinating with team members to facilitate the same and also achieve/overachieve targets. Train new comers to the team and taking supervisory calls. Partaking in all responsibilities entrusted to me by Managers and others related in bringing the best in us.   September ‘2002 to March’2004- Cybernetit. Pvt. Ltd. Pune- 5  **Indexer/Supervisor**  Back end work for our US clients – MMF Inc. New York. The profile included creation of files and folders, updation, deletion etc., in the specified internet enabled software. Telephonic and e-mail contact with higher authorities daily on an hourly basis. Trained new recruit for the same and supervised the operation   * **June ‘2000 till Aug 2002 – Institute of Software Training and Consultancy, Pune-4**   **Senior** **Trainer and Personnel Office Assistant**  Computer Faculty imparting training in MS- Office, C, C++, Oracle 7 Teaching Computer Applications to students of Vidya Jyoti School.(for Slow Learners)  English Lecturer for Medical Transcription Students teaching American  Culture, English , Terminology.  Managed the team of Software Trainers, Delegated roles to various faculties within the organization. Was responsible for allotment of schedules, course books and trainer schedules.  Interviewing New Faculties for the organisation. Attendance Management.  Documentation for ISO certification related auditing manuscripts | |
| **Education** | B.Com II yr. from Rani Durgavati VishwaVidyaLaya- Jabalpur-M.P.  10+2 from St Joseph’s Convent Senior Secondary School, Jabalpur, M.P. | |
| Personal Details | | **Name**  **:** Blessy  **Sex**  **:** Female  **Marital Status** **:**Married  **Religion :** Christian |
| Area of Interest: | | Customer Care, Training, Human Resource. Training |
|  | | * Awarded Customer Satisfaction certificate from HSBC/ Mahindra Satyam as per Customer Feedback on NPS. * Acknowledged for superior customer satisfaction across organizations. * Working for dyslexic children, Babywearing Educator, Cloth Diapering Educator. * Cat Fosterer . |