

Praveena Priya.R

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SUMMARY OF QUALIFICATIONS

Over 5 years' experience progressing experience in CRM and talent acquisition ▪ Extroverted relationship builder, able to influence and earn the trust of employees and customers alike ▪ Optimistic with a sense of humor and a high sense of service ▪ Well spoken with native-like fluency in English and Hindi ▪ Aiming to work in a fast-paced, intellectually challenging, professional yet fun-loving environment.

PROFESSIONAL EXPERIENCE

Foyr Technologies Pvt Ltd – Hyderabad

May 2018

HR Recruiter

Foyr Technologies Pvt Ltd., Hyderabad

- Accountable for the smooth running of New Hire Orientation familiarizing new hires with the company culture, communicating policies and procedures of the organization to new hires
- Onboarding of new hires, coordinating with system admin team for new hire login creations, coordinating with managers for technical/functional training.
- Responsible for delivering payroll inputs of new hires to finance team for payroll budgeting

Wisdom IT Services Pvt Ltd - Hyderabad 2016

Sep 2013 – Apr

Senior Customer Support Executive

Wisdom IT Services Pvt Ltd., Hyderabad

- Responsible for managing customer service to Clients with issues & queries; building cordial relationship with clients and facilitate them on using company services in a better way
- Ensuring high-quality customer experience
- Addressed the customer complaints and item disputes as per procedures and conducted follow up calls to ensure customer satisfaction
- Gained strong exposure in dealing with different kinds of customers

Geospatial Infrastructure Solutions – Hyderabad 2013

Apr 2012 – Jun

Recruiter

Geospatial Infrastructure Solutions Hyderabad

- Managed the full-cycle recruitment process while ensuring a seamless client and candidate experience
- Screening, testing and assessing candidates
- Helping clients to find suitable candidate to fill their vacancies

- Conducting phone interviews with prospective candidates
- Arranging interviews with candidates who have been shortlisted for a position
- Generated weekly progress reports

Key achievement:

- Received Employee of The Quarter Award

EDUCATION

- MBA (HR) from Villa Marie College for Women, Somajiguda in 2011, Hyderabad
- BSC(MCZ) from St.Ann's Degree College for Women, Mehdiapatnam in 2009, Hyderabad

SKILLS

- Computer skills: MS Office (Word, Excel, PowerPoint & Outlook)
- Experience in Salesforce Customization, Security Access, Workflow Approvals, Data Validations, Sales Cloud in Salesforce.com CRM. Experience with various advanced fields like Picklists, Custom Formula Fields, Many to Many Relationships, Lookups, Master-Detail, Field Dependencies, Validation Rules, Workflows, Process Builder

References available upon request