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**SUMMARY**

A result-oriented HR professional with hands on experience in recruitment for ITES/BPO, Banking, Technical Support, Financial & Lateral profiles. Expertise and proven success in manpower forecasting, recruitment planning and implementing long & short-term targets. Collaborate and partner with stakeholders and customers to improve client relationships and process improvements An effective communicator at all levels of the organization. Proven team player with the ability to incorporate change while maintaining a positive attitude. Demonstrated skills in leading and driving business operations and projects from planning to produce significant top & bottom-line results. A people Leader who creates and delivers a clear vision, instilling team culture and igniting competitive drive.



**KEY**

**EXPERTISE**

Talent Acquisition Team Building & Training Vendor Resourcing & Management

Employee Engagement Customer Service Sales and Marketing HR Operations Stakeholder Management & Networking Counselling



**EMPLOYMENT**

**May 2019 – Till date: GUS Education India**| Senior Programme Consultant

* Make and receive calls to prospective students who seek admission to various courses,
* Conduct Career Counselling and effective career guidance relevant courses to meet wide range of their requirements
* Train the new joiners on E2E process, roles and responsibilities

# May 2017 – Mar 2019: Synchrony Financial Services Pvt. Ltd | Senior Specialist, SPGC

* Part of Collections process for existing and expired accounts providing end to end solutions
* SPOC QA for the team to manage escalations
* Act as a Process Expert and resolve critical, complex situations basis customer escalations
* Helping HR as a SPOC for hiring process

# May 2016 – Sep 2016: Standard Chartered Bank | Sr. HR Reporting and data Analyst

* Manage Global Employee Database as a part of Hire to Retire Process
* Coordinate with multiple functions to collect data and upload the in the database
* Work with employees for on boarding, documentations and address Q&A from time to time

# May 2014 – May 2015: WordWorks APEX ITES | Assistant Manager, Talent Acquisition

* Manage TA process based on the business needs
* Develop and review staff forecasting based on business requirements.
* Prepare resource planning, review with stakeholders and execute.
* Deliver services per the agreed SLAs/KPIs and drive operational efficiency and continuous improvement
* Partner with stakeholders, recruitment Agencies, Campuses Hiring and Staffing firms with a focus to improve customer satisfaction
* Manage all aspects of HR Operations such as employee documents and vendor agreements
* Identify areas of opportunities in the service delivery and improve process excellence

# Dec 2010 – Apr 2014: MAC Engineers | Sr. Talent Acquisition Associate

* Manage TA process for Mid and Senior Level roles based on the business needs
* Overseeing the full scope of Recruitment / Staffing activities like, organizing reports for Manpower Budget
* Plan and Organize the entire recruitment process including on boarding process
* Organize and conduct induction program for the new entrants with all the Departments and Prepare Induction report analysis to implement new ideas and systems



**EDUCATION**

* MBA (Human Resources) – Osmania University – First Division.
* Diploma in Software Technology – ECIL



**TRAININGS**

* Advanced Basic Counselling, Level 1. – PTP
* Foundations of Business Strategy – Coursera.org  Organizational Analysis – Coursera.org