

Abhilipsa Rath

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Hyderabad



Aspiring to be a dynamic professional with an eagerness to accept challenges while learning and gaining experiences from them.

Hardworking individual with skills in word processing, time management and scheduling. Analytical problem-solver able to work in fast-paced environments with minimal oversight. Aiming to build a career in HR.

Skills

- Customer Relationship Management,
- Certificate of Instahiring Master Recruiter Program,
- Onboarding Understanding,
- Candidate Sourcing,
- Managing Stress,
- Negotiation Skills

Work History

Relationship Manager, Kotak Mahindra Bank, (Aug 2020 – Present)

- Built and maintained relationships with new and existing clients while providing high level of expertise.
- Assisted customers with needs such as opening accounts, depositing or transferring funds, updating account details and signing up for new services.
- Communicated regularly with clients to understand needs, evaluate current product use and cross-sell new products.
- Educated customers about various products and services options and processed purchases.

Human Resource Intern, Kotak Mahindra Bank, (Feb 2019 – May 2019)

- **Title:** Analysis of On-boarding Formalities at Kotak Mahindra Bank
- **Objective:** To initiate the On-Boarding formalities immediately after the candidate gets shortlisted.
- **Software Used: Taleo and Mbrace.**
- Assisted human resources and recruiting teams by scheduling phone screens and on-site interviews and planning recruitment related events.
- Prepared monthly, weekly and daily logs using Microsoft Office. Created and updated tracking spread sheets using Taleo and Mbrace.
- Delivered friendly assistance with new hires throughout interviewing and hiring process.
- Partnered with management team to coordinate on-boarding processes which includes the assigned pre-offer, offer and post-offer tasks.
- Converted 250 candidates from offer sent stage to Joined stage by follow up calls.
- Drafted copy for documents, social media posts and internal memoranda.

Education

Associate Customer Support, Tech Mahindra, (July 2017 – May 2018)

- Educated customers on promotions to enhance sales and kept a track of customer satisfaction by following up with each customer.
- Answered questions regarding seller inventory, shipping, payments and buyer complaints.
- Demonstrated computer skills for data entry and answered broad variety of e-commerce inquiries.
- Consulted with outside parties to resolve discrepancies and create effective solutions.
- Maintained KRA for 3 months to qualify for next IJP. Issued credits for contested returns, shipping fees and damaged merchandise.
- Received an average 80% of positive feedbacks from customers

MBA: Human Resources and Marketing, 2018 - 2020

IBS, Bangalore

CGPA: 6.9

Bachelor Of Commerce, 2014 - 2017

Ramadevi Women's College

69%

12th, Science, 2012 - 2014

Maharishi College of Natural Law

57%

10th 2010 - 2012

Kendriya Vidyalaya No,1

CGPA: 7.8

Accomplishments

- Received Bravo Award twice on achieving the Key Result Areas at Tech Mahindra.
- Participated in School Games Federation of India.
- 6 times winner, 11 times runners up and semi-finalist in All India Tennis Association matches.
- Secured 1st position in Individual event and 2nd position in Team event in Kendriya Vidyalaya Sangathan.