

PROFESSIONAL SUMMARY

Versatile, high energy professional with proven ability to handle recruitment, induction and orientation, implementing the most effective performance appraisal system, identify training needs and provide information concerning training approaches and content. Hands-on leader who expertly leads teams and keeps them focused and productive beyond organizations.

PROFICIENCY FORTE

Recruitment and Selection ~ Orientation and Training ~ Background Verification Process ~ Performance Appraisal ~ HR Database Management ~ Space management ~ Managed social network website ~ Managing Intranet ~ Vendor Management

WORK EXPERIENCE

S M Solutions Aug 2012 - May 2015

Admin Coordinator

.Key Deliverables

- Handling basic office duties, such as answering and routing phones, responding to emails, maintaining employee, financial, and client records, and data entry and reporting.
- Ensuring that the office is well-maintained, organized, and secure.
- Gathers, enters, and/or updates data to maintain departmental records and databases, as appropriate; establishes and maintains files and records for the office.
- Supporting employees by facilitating interdepartmental communications and interactions between internal and external parties.
- Maintain security and confidentiality of company information.
- Prepare travel documents and make the travel arrangements.
- Collect and analyze the business data from various departments to prepare reports and presentations for management.
- Composes and prepares written documentation and correspondence for the office; screens and evaluates incoming and outgoing correspondence and prepares responses as appropriate.
- Performs miscellaneous job-related duties as assigned.
- Maintain the stock levels for office supplies and submit purchase requests to management when necessary.

Sasken Communication Technologies Apr 2011 May 2012

HR Executive(Recruitment)

.Key Deliverables

- Coordinating with the recruiters and consultancies for screening of resumes and scheduling of interviews with Interview panel, taking HR preliminary interviews and on selection, informing the candidate, managed the entire process through SAP HR tool.
- New Hire Orientation : Responsible for communicating the offer to the candidates, negotiating and convincing them to join the organization. Following up with candidates till the candidates join the company.
- Following up with the pipeline candidates and keeping the hiring managers updated about the upcoming joining and declines.
- Maintaining the database of the candidates and reports. Generating required matrix for the recruitment for the presentation to Senior Management.

- Orientation program and joining formalities. Verification of documents and offer letters issuance. Salary account opening formalities and coordinating with IT & facilities department for systems, access card, mail id and seat allocation for new hires and facility tour.
- To ensure all relevant documents are received to initiate the background verification and following up till the report is received as per the SLA.
- Responsible for the maintaining of all HR documents and the organization of the filing shelves.
- Coordinated internal training programs (finalization of list of participants, faculty, support etc.). Organizing in respect of training materials, venue, schedule & all other backend activities required for a training program.
- One point of contact for arranging staff meeting by emailing all staff of upcoming events and maintaining records of attendees.
- Responsible for ordering and maintaining basic supplies.
- Space management – Managing of all HR documents through share document site.
- Managing social network website.
- Managed the Sasken HR IntraWeb.
- Emphasis on building our channels through vendor channel and employee referral.
- Process Mapping.
- Recognition and Rewards.

Highlights of Carrier with Sasken

- Developed the Low Cost media / social networking channel for Recruitment.
- Managed the vendor channel for recruitment
- Diligently pursued the background verification process and ensuring 740+ employees verification was completed in 4 months.
- Managed the HR IntraWeb.
- Regular follow up with managers to determine the effectiveness of recruiting plans and implementation.

Easiprocess Pvt Ltd , Bangalore, India Nov 2006 Aug 2009

HR Mentor (Generalist)

Key Deliverables

- Calling on potential candidates after resume screening, phone interview, interview setup and Offer process
- Conducted orientation sessions and arrange on the job training for new hires.
- Managed the entire life cycle of the employee from on boarding to Employee Exit.
- Responsible for of KRA settings and Reviews. Coordinating and conducting of Performance Appraisal for middle & Bottom level employees.
- Played a role in analyzing the overall company requirements interacting with the department supervisor in respect of training needs, sourcing/ appropriate training programs and assessment of individual training needs.
- Working on documentations and on other new processes, etc.
- Address Employee grievances/ queries pertaining to HR policies, floor issues or HR Interventions etc.
- Regularly organizing informal meets and celebratory occasions.
- Actively engaging in rapport building and regular interaction with employees at all levels so as to encourage open and frank communication and thereby gain insight on employee issues.
- Served as a link between management and team members by listening to concerns and work related issues
- Part of the management's employee retention team consisting of an HR and 2 members of the management. Was involved in analyzing and summarizing recruiting and retention data and trends on periodic basis.

- Effectively managing HR operations team for 3 years for Bangalore and for the UK market.
- Recruitment events via career fairs and on campus recruitment.
- Participated in campus recruitment by providing organization information, opportunities and benefits through presentations and maintained database.
- Managed communications with potential candidates including logistics of interview
- Submission of periodical reports like monthly MIS reports to the management.
- I was recognized by the Management for effectively managing and leading the team and organizing all the Fun @ work activities, Involvement in ISO audit, was awarded as the best performer for the quarter for consistency in team work and quality of work
- Was responsible for all the admistive process within the company, as well as providing general secretarial support to enable smooth and effective running of the company.

Key projects: Kent Reliance Building Society (KRBS), Kent, UK Travelled to United Kingdom to learn the existing and new process and successfully Migrated HR process to Easiprocess Pvt Ltd, Bangalore, India from a UK based parent Company.

Core HR Services handled for client – KRBS, UK:

>>• HR Payroll Process

>>• HR Administration functions

>>• HR Database Management

- Answering incoming calls regarding policies, overtime, performance management, offer, training, payroll from clients
- Promptly responded to general inquiries from staff and clients via telephone and emails.
- Responsible for maintaining a high level of professionalism with clients
- Update employee information in the HRIS database.
- Work with the management team to stay updated on all HR policies
- Impact the company's bottom line by problem solving and retaining employee.
- Performs support functions and other duties and responsibilities as assigned.
- Submission of periodical reports to the clients.
- Responsible for timely & accurate coordination of daily activities to provide online support to employees in KRBS, UK with respect to HR functions.

EDUCATION & TRAINING

MSc in Human Resources Management, University of Bradford,UK ,2010

Have Obtained CIPD(Chartered Institute of Personality and development)
certification.

MBA in Human Resources Management, India , 2006

Bachelor of Computer Application (BCA), India , 2003

REFERENCES

Details available on request