

## OBJECTIVE

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Dedicated & performance-driven individual with an MBA in Human Resource Management and B. Tech in Electronics & Communication Engineering, hoping to join a progressive organization on an employee lifecycle and end-to-end recruitment lifecycle role suitable to my credentials.

## WORK EXPERIENCE

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### US-HR Assistant (Apr'22 -Oct'22)

#### ACS Global Tech Solutions Private Limited

- Collecting, reviewing, and validating consultant assignment data for hiring—ensure completeness of information and accuracy.
- Updating project and financial systems with consultant and assignment details.
- Monitor time collection, rigorously follow up on timecards, and ensure all timesheets are entered into relevant systems before the payroll deadline.
- Ensure all submitted time is approved within timelines, invoke follow-up and escalation process as required
- Respond to all consultant issues/ queries and work with necessary teams to provide a resolution.
- Maintain regular communication with each consultant in assigned areas to establish productive and engaged relationships between consultants, the sales team, ACS Group management, and the company in general.
- Monitor engagement end dates to provide insight into possible extensions or availability for redeployment.
- Actively partners in Data Management tasks like Audits, Reporting, Data Entry/Update in excel and SharePoint, etc.
- Hands-on experience in handling various portals: SAP Fieldglass, Bullhorn, HGC, etc

#### Accomplishments

- SPOC for hundred-plus active consultants and adhere to and demonstrate high proficiency in agreed critical metrics & SLAs, and received a lot of appreciation for the same.
- Delivered high-quality and consistent service delivery to all stakeholders, received appreciation for the same and followed Standard Operating Procedures.
- Achieved a hundred percent scorecard for consecutively three months for achieving all the performance parameters such as quality assurance, escalation/client feedback, quality compliance, consultant satisfaction, and cloud call response %Age (To ensure SITs and touch-base calls and incoming calls are attended within the timelines).

## COMPETENCIES

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●HR Operational Role ● Compliance Management ● Employee Information Management● Sourcing ● Onboarding ● Recruiting Management ● Grievances Handling ● Client Management ● Interpersonal & Communication skills ● Presentation Skills ● Stakeholder Management ●Employee Engagement

## COMPUTER SKILLS

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Microsoft Office (Word, Office, Excel, PowerPoint, Outlook)

## PROJECTS & INTERSHIPS

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### Internship at Unschool as an HR Intern (Sep'21-Oct'21)

Title: - A study of the recruitment and selection process at Unschool

- Market the Unschool courses to students across various colleges in the country. Market research to identify the target market for the products and able to recruit 39 UCLs (Marketing and Operations Interns) for a period of 1 month.
- Recruitment process consists of talent acquisition followed by scheduling the interviews and selecting the right candidates.

### Internship at Allied Essence Manpower Solution Private. Limited (Aug'21-Sep'21)

- Sourcing, screening, and selecting candidates from various recruitment portals based on JD (In -houses & Various clients, and scheduling them for the interview.
- Meeting with the clients to understand the need and requirements of various positions.

### Internship at Rabbani ITI Junior College as an HR Intern (Jul'21-Sep'21)

- Initially worked in the capacity of HR Sourcer, and HR Recruiter. Also worked in the capacity of MIS coordinator to manage the data of all the applicants and their status in the internship program.

- Worked on online tools like Google Forms and Google Spreadsheets.

#### **Internship at Unschool as an Operations Intern (May'21-June'21)**

- To do the matches by organic leads and direct leads and managed to do the market expansion by collaborating with different colleges and universities and enrolling more students in internship programs.
- Manage to recruit and develop my team of 11 Youth Influencers through mentoring and daily training.
- To take daily meetings and updates from the team of Youth Influencers.
- To update the contacts assigned under my account in HubSpot (CRM) by taking interviews and closing them.

#### **VOLUNTEER EXPERIENCE**

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Assist faculty of SBS (Sharda University) in developing the syllabus for creating MOOC for NGO Viva India Trust in July 2021.

#### **CERTIFICATION & WORKSHOPS**

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- Online certification course on SAP Project Essentials: Implementing S/4 HANA and SAP ERP from Udemy in December 2022.
- Online certification course on Talent Management Basics: Learn Modern Human Resources from Udemy in December 2022.
- Online certification courses on Digital Marketing from Google in December 2022.
- Prevention of Sexual Harassment at Workplace Law and Beyond (Advance Level) certification from Seekhlo in the month of November 2021.
- Online certification courses on: "Employee Engagement", "Human Resources Foundations", "Strategic Human Resources" and "Human Resources-Compensation & Benefits" from LinkedIn in the month of July and August 2021.
- Attended the National Webinar on "Future for the girl child after the COVID -19 Pandemic" held on 10th June 2021.
- Attended a National Webinar on "Changing role of HR Post Pandemic" held on 11th June'21.
- Attended a six-week workshop on Positive Discipline for Parents in June 2017 held at The British International School of Jeddah

#### **LEADERSHIP QUALITIES**

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Successfully led a team of 11 members during an internship project at Unschool

#### **LANGUAGES**

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Proficient in English | Hindi | and Urdu. Working with Arabic

#### **EDUCATION**

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- Master of Business Administration (MBA) in Human Resource Management from Sharda University: First division (with honors) in 2022. (CGPA - 8.51)
- Bachelor of Technology in Electronics and Communication Engineering from Dr. A. P. J. Abdul Kalam Technical University with first division in 2008. (62.65%)
- Diploma in Electronics Engineering from Aligarh Muslim University with First Division in 2003 (64.19%).
- 10<sup>th</sup> from Creane Memorial High School (Gaya) with Distinction (77%) in 2000.

#### **EXTRA-CURRICULAR ACTIVITIES**

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- Won various awards and trophies in extracurricular activities (Singing, poetry, debate) at school and college levels.
- Participated and got the first position in a volleyball tournament at the inter-college level.
- Participated in badminton sports at the district level.
- Networked with other stay-at-home moms and organized 1500 +member Facebook group to help and provide mental support to each other with exchange experience.

#### **HOBBIES & INTERESTS**

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Reading | Travelling | Organizing and managing cultural events