**Yogesh Kumar Rustagi**

Park View Residency, Flat No. 1402, Tower - 6

Sec – 3, PalamVihar, Gurgaon -122017.

Handphone - +919873645177

**PROFESSIONAL SYNOPSIS**

* A competent professional with 18+ years of rich experience across diverse facets in Talent Acquisition - Business Development in BPO, Retail, Client Servicing & Sales & Marketing.
* **Currently associated with Concentrix India formerly known as IBM Global Process Services, Gurgaon as Associate Director – Talent Acquisition , On-boarding & Employer Branding** – Includes End to End Recruitment Cycle for Frontline, Middle Management & Senior Leadership hiring, Sourcing, Strategy & Execution, Stakeholder Management, Cost Management, Automation and Process Improvements, Recruitment Business Development with end client and for New Business.
* Hired all levels for multiple verticals Banking, Insurance, Real Estate, Tech Support, CRM, Finance & Accounting, IT, Transition, Sales professionals, Human Resource. **Large scale operation in volume hiring, capability to hire 26000 people annually for various profiles, rich experience in Middle Management & Leadership hiring.**
* Possess knowledge in concepts like Sales & Marketing, Market Research and Recruitments.
* Adept at controlling routine operations, business development and client servicing.
* A proactive learner with a flair for adopting emerging trends and addressing industry requirements to achieve organizational objectives and profitability norms.
* Proven skills in managing teams to work in sync with the corporate set parameters & motivating them for achieving business and individual goals. Acting as an escalation gate to resolve critical issues.
* Skills in conducting various training sessions for enhancing the performance/ quality of service.
* Possess excellent interpersonal communication and organizational skills with demonstrated abilities in team management and customer relationship management.

**ORGANISATIONAL EXPERIENCE**

**Joined IBM Global Process Services as Deputy Group Manager & National Head Sourcing & Recruitment on 07th April, 2010.Presently,working as Associate Director Talent Acquisition**

**Worked as GM Recruitment (End to End Recruitment) – On Time Delivery of Resources, Sourcing, Employer Branding, Profiling and Automation, Cost Management, Internal stakeholder management and On time Delivery of Resources for various business verticals across locations.**

**Key Deliverables**

***Operations / Recruitment Handling***

* Responsible for setting up Business Verticals from scratch, responsibilities involve managing the operations, people and processes, strategic business decisions, **P&L**, employee relations, performance tracking, etc.
* Internal and End Client Management, Business Strategy, Service Delivery and Sourcing Management (Channel Management), accountable for ongoing Management and client service relationships for several portfolio leads of clients.
* Responsible for On Time Delivery of Resources under defined Service level with Business, Running at best in Class On Time Delivery of 99.7% in the Industry
* Introduced New Low cost Channel Strategy, Social Media & Direct Recruitment Center (Self-Funded )
* Builds solid partnering relationships with client hiring managers and HR organization, Implements, maintains, and improves agreed recruiting processes with client
* Aiming to do better client servicing and further obtaining repeat business including providing guidelines and interaction with Recruitment Channel Partners, Employee Referral Program, Portals & Direct Recruitment
* Imparting qualitative and productive knowledge on products through training and development.
* Day to day dealing with procurement, Business Development and Operation. Responsible for Profiling & Testing from existing and new business sign off perspective.
* Responsible for all Recruitment Branding strategy implementation across India
* Responsible for automation for better efficiency, Budget preparation, process improvements and cost reduction.
* Work closely with Voice and Accent team and ensure right talent intake for better Training throughput
* Work closely with learning and development team to up-skill new & existing Talent.
* **Global Project of best practice implementation with Philippines, China, Korea & US. Supporting to solve their local strategy from sourcing and resource Delivery perspective.**

***Business Development***

* Trying to pave new streams for revenue growth and developing marketing plans to build Capacity.
* Utilize public information and personal network to develop "**Market Intelligence"** for generating leads.
* Executing Weekly & Monthly plans with a view to penetrate into new Channels and expand existing ones, meeting pre-determined business objectives & organizational goals.
* Actively engaged in Business Development for new business

***Quality & Compliance***

* Conducting continuous audits on MIS to ensure compliance and sound functioning of the process.
* To ensure that the teams adhere to the quality tool and procedures.
* Taking initiatives through various programs for team members to educate them on all the policies and procedures on a weekly basis.

***Customer Relationship Management***

* Rendering suggestions to corporate and individual clients for buying tailor-made Resource and solutions based on their financial capability and needs.
* Handling customer centric operations and ensuring customer satisfaction by achieving delivery and service quality norms. Accomplishing a high CSI (Customer Satisfaction Index).

***Team Management***

* Managing & Managed Team functions viz. Recruiting & Sourcing, Profiling, Branding, manpower planning, On-boarding, MIS & TTBU Financials ( Cost Per Unit )
* Leading, mentoring and monitoring the performance of team members to ensure efficiency in process operations and meeting of individual and group targets.
* Employee Engagement and Quarterly R&R

***Noteworthy Contributions***

* Responsible to for end to end recruitment process for Bulk Hiring (Frontline) and cost management, **Hired 27000 Resources in 2010 and 20000+ Resource in 2015**
* Rich Experience in Support and Leadership Hiring
* Responsible for ensuring that Internal Audit Guidelines as well as Statutory guidelines are followed.
* Responsible for reduction of costs and reducing operating losses for Talent Acquisition & overall cost impact on organisational revenues.
* Instrumental in ensuring that Pan India is always at 100% of targets in delivery and helping other geographic locations in their organizational objectives & goals.
* Ensured that Recruitment Division is ahead of Revenue targets, Delivery Numbers & Cost Management.
* Functionally responsible for strategize and develop new channel and customer satisfaction parameters.
* Conduct weekly trainings for all team members on product knowledge.
* Responsible for Recruitment Management on a weekly basis as it impacts cost of delivery to the client.

Successfully completed **Franklin Covey’s training programme “ THE SEVEN HABITS OF HIGHLY EFFECTIVE PEOPLE TRAINING PROGRAM “**

* **Advance Management Program from “ Harvard Publishing University”**
* **Accelerated Management Degree from “ Indian School of Business (ISB)**
* **Awarded with President Club award in 2015, Oct which is one of the most prestigious award in Concentrix.**
* **Global Project on Standardization and Best Practices sharing, ensuring that strengthening of Recruitment capabilities across the Globe.**

**Previous Assignments**

# July 2008 to April 2010

Designation : Sr. Manager Recruiting (End to End Recruitment)

Organization : Convergys India Services Private Limited

# January 2006 to July 2008

Designation : Sr. Manager Resourcing (Sourcing, Financials & Recruiting)

Organization : IBM Daksh Business Process Services Pvt. Limited

# December 2005 to January 2006

Designation : Manager-Sales & Marketing

Organization : Cosmic Air-Nepal based Airline (GSA Suhrit Hyundai), Sales & Marketing-Channel Sales   
 & Corporate Sales.

# July 2005 to November 2005

Designation : Head Corporate Sales, North India

Organization : Raj Tours& Travels Private Limited – Mumbai Based Finest Tour Operator.

Areas of Work : Sales & Marketing.

# February 2004 to December 2004

Designation : Customer Care Executive

Organization : Jet Airways India Limited

Areas of Work : Sales & Marketing & Jet Privilege Loyalty Program for North India

# October 1997 to January 2004

Designation : Sr. Customer Services Agent

Organization : Jet Airways India Limited

Areas of Work : Reservations & Ticketing.

**ACADEMIC CREDENTIALS**

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| Year | **Course** | **University** | **Institution** |
| 1996 | Bachelors of Commerce – BCOM | University of Delhi | Delhi College of Arts & Commerce. |
| 1993 | 12th Standard  English, Hindi, Commerce, Mathematics, Accounts, Statistics. | CBSE | St. Micheals Senior Secondary School,  New Delhi. |
| 1991 | 10th Standard | CBSE | St. Micheals Senior Secondary School,  New Delhi. |
| 2014 | Advance Management Program | (ISB) Indian School of Business | Indian School of Business (ISB) |
| 2012 | Advance Management program | Harvard Publication | Harvard Publications through IBM |

**PERSONAL DETAILS**

Date of Birth : January 10, 1975

Marital Status : Married

Interest and Hobbies : Playing Cricket and Travelling

Phone : +919873645177.

Email : yogesh.rustagi001@gmail.com