Sinduja Krishnamoorthy

Senior AR Caller
Chennai, Tamil Nadu
sinduja526_fxa@indeedemail.com
+91 78996 16444

⇔   A competent professional with total 11 years of experience (6 year's experience at IT Recruitment and 5 years of rich experience in US Medical billing industry).

⇔   Proficient in handling overall team functioning of processes & implementing processes in line with the pre-set guidelines to meet targets.

⇔   Skilful in managing & leading teams for running successful process operations & experience of developing procedures, service standards for business excellence.

⇔   Possess excellent interpersonal, communication & organizational skills with proven abilities in team management, customer relationship management & effective crisis management.

Key Qualities

⇔   A quick learner with abilities to work in a team environment and work under strict deadlines.

⇔   I believe in my hard work, dedication, sincerity for outstanding results

⇔   My greatest assets are smart work, willingness to learn, team facilitating and organizing

Areas of Expertise

Operations Management

≈   Framing work direction and plan for the associates after thorough assessment of their capabilities.

≈   Preparing & presenting various weekly/monthly MIS reports pertaining to process/ productivity.

Process Management

≈   Mapping business requirements and coordinating in developing and implementing processes in line with the pre-set guidelines; spearheading process transition initiatives.

≈   Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to improve productivity and satisfaction level.

Recruitment Skills

≈   Talent Assessment & Acquisition
≈   Candidate Sourcing & Screening
≈   Advanced Boolean Searches
≈   Exempt & Non-Exempt Staffing
≈   Account Management

≈   Client Relationship Management
≈   Placement & On boarding
≈   Offer Negotiations
≈   Social Media Recruiting
≈   Team Handling

Organisational Experience

Nov 2022-Sep2023 -with Petras Solution as Delivery Manager
In this assignment, I am responsible for

⇔ Managing the team of 2 Manager's, 5 Team Lead and 30 Recruiters exclusively working for multiple clients (Tech Mahindra, Banca Sella, Philip Capital, Prodapt Solution, White Blue and true tech Digital).

⇔ Working with product & service based clients.

⇔ Coordination and collaboration with a prospective candidate for job requirements, client special needs, candidate needs.

⇔ Partner with Enterprise Managers to nurture client relationships and enhance client experience through a selection of high-quality candidates.

⇔ Engage passive candidates and build brand representation in our selected recruitment space.

⇔ Create and launch an effective brand engagement plan that engages both employees, candidates, and clients alike to build brand credibility.

⇔ Create and implement an effective recruitment strategy for both internal and external positions that leverages technology.

⇔ Developed strong relationships with all members of the team to ensure the best fit for the department.

June 2022- Oct 22 - with Hiyamee Private Limited as Senior Customer success Manager

In this assignment, I am responsible for

⇔ Managing the team of 5 Team Lead and 30 Recruiters exclusively working for multiple clients (Tech Mahindra, Bancasella, Philip Capital, Incedeo and Smith & Nephew).

⇔ Understanding and mapping the requirement to the profiles by job portals, coordination with vendors, job fairs, cold calling, and social networks.

⇔ Implement and lead strategic social recruitment strategies that encourage the use of social avenues such as LinkedIn, Indeed.

⇔ Manage, track, and update the ATS platform leading to 100% candidate process engagement and an efficient recruitment process.

⇔ Assign and delegate requirements to other recruiters with proper follow-up Posting requirements on various job portals.

⇔ Manage and coordinate all communications with candidates during the interview and hiring process.

⇔ Interviewing candidates (mock interviews) with technical and personal Organizing training for candidates Managing selection, offer, negotiation.

⇔ Understand different requirement categories targeting Java, .Net, QA, Big Data (Hadoop), DW/BI, Project Manager to name a few.

⇔ Closing, and administrative components involved in full lifecycle recruiting Working on Applicant Tracking System.

⇔ Developed strong relationships with all members of the team to ensure the best fit for the department.

June 2021- June 2022 - with Diamond pick as Tech Mahindra as senior recruiter (Acting TL)

In this assignment, I am responsible for

⇔ Managing the team of 15 Recruiters exclusively working for Tech Mahindra.

⇔ Set the daily target to the team members and support the team to meet up the targets before deadlines & Helping Management to decide action plan for improving team productivity.

⇔ Handled professionally in implementing full life cycle of recruitment from sourcing, screening, interviewing, presenting, and closing offers.

⇔ Mentor recruiters in particular position or when they need help in understanding the requirement.

⇔ Developed and maintained a network of contacts to help identify and source qualified candidates through online networking databases (portals like Naukri, LinkedIn, indeed), existing database, Vendors contacts, online groups, Google, Linked in and referrals.

⇔ Recruit viable candidates for different type of technical requirements.

⇔ Provided weekly/ Monthly report on all recruiting activities to the Clients and Senior Management.

⇔ As a team Lead, Maintained Client relationship and attend conference calls to update the client about the progress and activities of the recruiters.

Jan 2019 – May 2021 – with Geetika Technosoft Pvt Ltd as Global Head HR & Operations

In this assignment, I am responsible for

⇔ Managing full life-cycle recruitment / managing the clients to deliver the staffing needs of the clients successfully.

⇔ Handled a team to serve the staffing needs with various clients.

⇔ Responsible for generating revenue as per targets.

⇔ Manage the HR Associates Programme in order to provide level entry HR support across the HR functions and develop at talent pipeline for level entry roles.

⇔ Set a vision for the creation of self-service content and the centralization of employee and manager questions and requests through the HR service center.

⇔ Monitor all work and project activities of the team to ensure Service Level Agreements (SLAs) are met.

⇔ Develop service agreements and standards for internal customers within HR and external customers in the operation an eye towards elevating the level of customer service HR provides

⇔ Learn and utilize knowledge about client, segment, market and technology to assist Global HR Ops employees with delivering quality experience and determining troubleshooting options as needed.

⇔ Drive continuous improvement through customer feedback, benchmarking and seeking system and process improvements.

September 2018 to December 2018 - with Bangalore Secretary Services as Senior HR Recruiter

In this assignment, I am responsible for

⇔ Handling a Team of Recruiters and Coordination of recruitment process of the clients.

⇔ Regular interaction with the clients.

⇔ Social Media marketing, daily follow-up calls of both IT/Non IT & Generating leads on daily basis.

⇔ Increasing visibility of company in market.

⇔ Keeping healthy relationship with working and non-working clients for growth of company and individual.

⇔ Mentoring and working along with team for creating positive vibes even during tough times.

⇔ Involved in hiring resources as permanent staffing and Contract staffing for clients in IT/Non IT.

⇔ As a recruiter, Write and post technical job descriptions

⇔ As a recruiter identify, screen, evaluate and match qualified candidates to specific job orders.

⇔ Review all applications for technical positions and stack ranked candidates based on skills needed for position requirements. Those that met qualifications were scheduled for recruiter interviews.

⇔ Ensured to provide positive experience throughout the sourcing and interview stages for Candidates and Clients.

⇔   Produced weekly reports to understand and analyse hiring trends and pipeline.
⇔   Technical expertise with an ability to understand and explain job requirements for IT roles
March 2018 to August 2018 –with Mekhalyn Consulting as IT-Recruiter
In this assignment, I am responsible for
⇔   As a recruiter, Write and post technical job descriptions
⇔   As a recruiter identify, screen, evaluate and match qualified candidates to specific job orders.
⇔   Craft and send personalized recruiting emails with current job openings to passive candidates
⇔   Review all applications for technical positions and stack ranked candidates based on skills needed for position requirements. Those that met qualifications were scheduled for recruiter interviews.
⇔   Interview candidates combining various methods (e.g., structured interviews and behavioural questions)
⇔   Ensured to provide positive experience throughout the sourcing and interview stages for Candidates and Clients.
⇔   Familiarity with Applicant Tracking Systems and resume databases
⇔   Solid knowledge of sourcing techniques (e.g., social media recruiting and Boolean search)
⇔   Ability to work both independently and within a team environment, with focus and high attention to detail – able to handle conflict situations and resolve issues
Achievements: -
⇔   Received a best performer appreciation from senior leadership for having 4 successful placements for our prime customers to make candidates select and on-board them within very short period for various platforms like Business Application Specialist, Senior ASP.NET Developer, Java full stack Developer and Cloud Automation profiles.
⇔   Earned production-based promotion from Sourcer to Recruiter in 3rd month of employment.
PREVIOUS EXPERIENCE
Jun 2012 - Jun 2015   -   Sys Information Healthcare India Pvt. Ltd. as Senior AR Caller
Nov 2010 – May 2012 -   Vastek Solutions Pvt. Ltd. as AR Caller
In this assignments, I am responsible for
⇔   As a Senior AR Caller responsible for handling major medic software like Salesforce, Medical Manager and Instamed.
⇔   Takes the initiatives and interact with clients in US for project transactions and other technical recommendations.
⇔   Interact directly with medical coder's on software and coding issues and US Doctor's. Call the major insurance companies in US to follow-up on the unpaid and denied Claims that has submitted on behalf of the doctors and hospitals.
⇔   Tracking all the critical insurance report and problems which is impacting end report and coordinate with team manager and quality leads to ensure that report uploaded are 100% accurate.
⇔   Leading, mentoring & monitoring the performance of team members to ensure efficiency in process operations and meeting of individual & group targets.
⇔   Managing a Team of 7 resources with high satisfaction level and provide the training and feedback on regular basis to maintain the success of the team and improve the team members skill.
⇔   Preparing and sending weekly and monthly reports to team manager and activity participated on meetings with senior leadership.
Achievements: -

⇔ Received super talented achiever award for successfully achieving quality and production as recommended by clients.

⇔ Received a sincere appreciation award for successfully achieving and maintaining quality and production.

⇔

Academe
Educational Qualifications

Year

Institute

Board/University

Degree/Examination

Percentage%

Professional

2007-2010

Shrimathi Indira Gandhi College

Bharathidasan University

Bachelor of Computer Application

75

Academic

2007

Methodist Hr. Sec. School, Trichy

State board

XII (HSC)

1. 25

2005

SVS Secondary School, Trichy

State board

X (SSLC)

1. 4

Personal details
Address   : Flat No: E605, Casagrand Zenith, Mambakkam Main Road, Sithalapakkam Post, Chennai - 600126
Husband Name   : Sriganesh
Date of Birth   : 4th November 1989
Marital Status   : Married
Languages known   : English, Tamil & Kannada
Nationality   : Indian
Hobbies   : Listening to melodious music, get-together with Friends

Work Experience

Senior Customer success Manager

Hiyamee Private Limited - Chennai, Tamil Nadu
June 2022 to Present

In this assignment, I am responsible for
⇔   Managing the team of 5 Team Lead and 30 Recruiters exclusively working for multiple clients (Tech Mahindra, Bancasella, Philip Capital, Incedeo and Smith & Nephew).
⇔   Understanding and mapping the requirement to the profiles by job portals, coordination with vendors, job fairs, cold calling, and social networks.
⇔   Implement and lead strategic social recruitment strategies that encourage the use of social avenues such as LinkedIn, Indeed.
⇔   Manage, track, and update the ATS platform leading to 100% candidate process engagement and an efficient recruitment process.
⇔   Assign and delegate requirements to other recruiters with proper follow-up Posting requirements on various job portals.
⇔   Manage and coordinate all communications with candidates during the interview and hiring process.
⇔   Interviewing candidates (mock interviews) with technical and personal Organizing training for candidates Managing selection, offer, negotiation.
⇔   Understand different requirement categories targeting Java, .Net, QA, Big Data (Hadoop), DW/BI, Project Manager to name a few.
⇔   Closing, and administrative components involved in full lifecycle recruiting Working on Applicant Tracking System.
Developed strong relationships with all members of the team to ensure the best fit for the department.

Delivery Manager

Petras Solutions Pvt Ltd - Chennai, Tamil Nadu
November 2022 to September 2023

In this assignment, I am responsible for
⇔   Managing the team of 2 Manager's, 5 Team Lead and 30 Recruiters exclusively working for multiple clients (Tech Mahindra, Banca Sella, Philip Capital, Prodapt Solution, White Blue and true tech Digital).

⇔   Working with product & service based clients.

⇔   Coordination and collaboration with a prospective candidate for job requirements, client special needs, candidate needs.

⇔   Partner with Enterprise Managers to nurture client relationships and enhance client experience through a selection of high-quality candidates.

⇔   Engage passive candidates and build brand representation in our selected recruitment space.

⇔   Create and launch an effective brand engagement plan that engages both employees, candidates, and clients alike to build brand credibility.

⇔   Create and implement an effective recruitment strategy for both internal and external positions that leverages technology.

⇔   Developed strong relationships with all members of the team to ensure the best fit for the department.

Education

Bachelor of Computer Application in Computer Application
Shrimathi Indira Gandhi College
2007 to 2010

HSC
Methodist Hr. Sec. School - Tiruchchirappalli, Tamil Nadu
2007

SSLC
SVS Secondary School - Tiruchchirappalli, Tamil Nadu
2005

Skills / IT Skills

• AR (4 years)
• LEADS (4 years)
• MENTORING (3 years)
• OPERATIONS (3 years)
• SATISFACTION (3 years)

Additional Information

Areas of Expertise

Operations Management
≈ Framing work direction and plan for the associates after thorough assessment of their capabilities.
≈ Preparing & presenting various weekly/monthly MIS reports pertaining to process/productivity.

Process Management
≈ Mapping business requirements and coordinating in developing and implementing processes in line with the pre-set guidelines; spearheading process transition initiatives.

≈ Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to improve productivity and satisfaction level.

Team Management
≈ Interacting with junior AR Callers & coordinating with the team leads and quality team to ensure that reports are submitted with accurate details and avoid business impact.
≈ As a senior AR Caller mentoring & monitoring the performance of team members to ensure efficiency in process operations and meeting of individual & group targets.

Technical Qualifications

Languages: C, C++, ASP, VB
Web Technologies: HTML
Database: Oracle, MS SQL, MS Access,
Applications: MS Office
Operating System: Windows XP, Windows 7 & Windows 8

Academe Projects
Projects Title: Merchant Mobile Tracker
Scope: The main objective of this project is to give complete solution for the merchant of vendors of a particular firm who were distributed in wide region. It was developed using ASP.NET as a Front End and Microsoft SQL server 7.0 as a Back End.