

CURRICULUM VITAE

Angleena Desouza

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Professional Summary

- Ambitious and knowledgeable trainee recruitment consultant with several years of experience in the human resources field. Keen eye for spotting skilled and intelligent workers and interpreting resumes. Able to provide exceptional and simultaneous guidance and feedback to multiple recruitment firms. Excel in both individual and team settings, and capable of supervising others. Prepared to offer dynamic skill set to company with fast-paced work environment and opportunities for growth.

Professional experience

- **March 2011 – Jan 2014**
- **Organization –Barclays Shared Services.**
- **Profile – Service Advisor.**

Key responsibilities at BSS (Direct Channels).

- Handling inbound calls from UK Customers to service them with their day to day banking queries.
- To keep the customer 100% satisfied with the first call resolution.
- To identify across sale opportunity while still servicing them with the initial needs to help make their banking easier.

- To meet both commercial handling skills on call in order to ensure that we act as a first point of contact and respond to customer's dis-satisfaction in an appropriate manner.
- To display ownership in every aspect of business (Cost, Colleagues, Company & Community etc.) for the effective utilization of manpower.

Professional experience

- **Nov 2015 - Feb 2018.**
- **Organisation - Capgemini**
- **Profile - Customer Service**

Key Responsibilities in Capgemini

- A competent professional with experience in Customer Service, Team Management, Team Building, Training Management, Operations and Process Management, seeking an opportunity that caters career advancement through administrative and managerial process.
- Skilled in handling large workforces, maintaining peaceful & amicable work environment in the organisation and in initiating measures for the benefit of people in the organisation
- Highly creative and self-motivated with innovative ideas / concepts for increasing flow of learning from a lower level to a higher level
- Deftness in monitoring delivery of high quality customer experience, elevating customer satisfaction while adhering to the SOPs and work processes with effective resolution of escalations within turnaround time

Professional experience

- **Aug 2018 - Aug 2023.**
- **Organisation – Risemet Staffing**
- **Profile - Talent Acquisition Specialist**

Key Responsibilities in Risemet Staffing

- Managing deliverables for different clients like Tata Communications, Exl Services, Toyota, Sasken Technologies, SLK, Nagarro, Sify, Techbridge, Dell, Western Digital, Target etc.
- Scouting for generic, niche, and digital skills like Java, Dotnet, Mobile App(Android/IOS), DevOps, AWS, Azure, Salesforce, Drupal, Django, Python, Cloud, IT Analyst, Network Engineer, Business Analyst. for various sectors like Banking & Financial Services, Retail, FMCG, Medical Devices etc.
- Sourcing – Tapping all the sourcing channels like Job Boards, LinkedIn etc. to source talent for various requirements.
- Initial shortlisting of the resumes by screening the profiles.
- Following up with the candidate pipeline to ensure a minimum of 60% Offers to Joins conversion ratio is met and maintain the given target by connecting with the candidate pipeline on a frequent basis
- Communicating employer information & benefits during screening process.
- Taking feedback from clients and candidates.
- End to End Recruitment.

EDUCATION Details

- Graduation (B.COM) in 2012 From DU.
- H.SC- 10+2 IN 2008 From St. John's Sr.Sec School.
- Senior Sec (10th) in 2006 from St. John's Sr.Sec School

PERSONAL DETAILS

Date of Birth	: 7 th Aug 1987
Languages known	: English, Hindi

DECLARATION

I hereby declare that the above mentioned details are true to the best of my knowledge and belief.

Signature: Angleena Desouza