**Bipin R. Pandey**

**Mobile:-91- 9867450753, E-mail: [bipin.it@gmail.com](mailto:bipin.it@gmail.com)**

**Mumbai**

# **CAREER OBJECTIVE:**

Seeking a position where I can leverage my analytical, interpersonal, and communication skills to contribute to the organization’s growth while fostering my personal and professional development.

# **PROFESSIONAL EXPOSURE:**

With a decade of comprehensive experience in Human Resources across diverse sectors—including Finance, FMCG, Education, and E-commerce—I have honed my expertise in talent acquisition, employee counselling, grievance resolution, and performance management. My career is distinguished by a proven ability to lead HR initiatives in IT companies, demonstrating adaptability and strong project management skills. Complementing my HR proficiency, I possess five years of client relationship management experience in the e-commerce industry, enabling me to align HR strategies with organizational objectives and drive sustainable business growth.

# **WORK EXPERIENCE:**

**e-Nxt Financial Services Limited.** (Aug07 – Jun08) Chembur, Designation: Executive – HR

**Pidilite Industries Limited.**(June08–Mar09)-TeamLease Payroll, Andheri, Designation: HR Executive.

**CBT InfoTech Solutions Pvt Ltd.** (Sep 09–July 11) Andheri, Designation: HR-Operations

**Sadhana Electricals and Motor winding.** (Mar12 – May16) Dombivli, Designation: Manager

**Blossom Customized Online Store.** (Sep 17 – Jan 20) Designation: Client Relationship

**Neoperks Marketing Solutions.** (Dec20–Dec22) Mumbai – Andheri Designation: Client Relationship – AM (Logistics & Operation)

**Net Tech India.** (Feb 23 – Mar24) Thane IT Training Institute - HR - Placement Manager

**Inframax Engineers.** (May24 - Till Date) Andheri, Designation – HR- Admin

# **CURRENT PROFILE:**

**‍Human Resources – Talent Acquisition: -** Oversee full-cycle hiring, from sourcing to onboarding. Prepare and maintain monthly salary and payroll records. Monitor and verify employee attendance. Coordinate with educational institutions for recruitment events.

**Operations:-** Handle critical documents, including banking processes, partnership deeds, agreements, and insurance documents. Maintain MIS files for petty cash and vendor expenses. Negotiate with vendors to optimize costs.

**Administration: -** Ensure cleanliness and functionality of office premises. Maintain office stationery and manage monthly procurement of pantry products. Supervise monthly pest control, coordinate AC repairs, and ensure timely service and maintenance of AquaGuard and water purifiers. Ensure timely payment of electricity and telephone bills.

## **️AREA OF EXPERTISE - Key Responsibility Areas**

1. **Recruitment & Talent Acquisition**

* Led end-to-end recruitment for junior to senior-level roles across diverse functions including Sales, Marketing, Collections, Operations, and Engineering (IT,Non-IT & Civil).
* Conducted initial screenings, coordinated with department heads and candidates, and ensured smooth onboarding from offer issuance to joining.

1. **Employee Relations & HR Operations**

* Managed employee benefits administration, including mobile reimbursements and travel expense claims.
* Addressed and resolved employee queries related to compensation, benefits, and policy compliance.

1. **Client Relationship Management**

* Served as the primary point of contact for client communication and service delivery.
* Managed escalations and ensured prompt resolution in line with agreed SLAs and turnaround time (TAT) metrics.

1. **Employee Engagement & Culture Building**

* Initiated and executed engagement activities, including employee recognition programs, wellness initiatives, and social events.
* Contributed to a positive organizational culture by promoting development opportunities and open communication.

1. **Vendor & Partner Management**

* Oversaw vendor selection, contract negotiation, and onboarding processes.
* Monitored vendor performance (e.g., delivery timelines, quality standards, cost control) and implemented improvements to minimize risk and ensure service excellence.

1. **Training & Onboarding**

* Delivered induction programs covering organizational structure, mission, vision, policies, and procedures.
* Ensured smooth integration of new hires through structured welcome sessions and departmental introductions.

1. **Grievance Management & Resolution**

* Coordinated with cross-functional teams to resolve employee grievances efficiently, including:
  + Issuance of ID cards and sales tools (e.g. mobile phones)
  + Timely delivery of confirmation and appraisal letters
  + Processing of travel expense reimbursement

1. **Exit Interviews**

Taking the Exit Interview and understand the reasons behind the employee's departure, including any challenges faced or areas of dissatisfaction.

* Assure the employees responses will be kept confidential and used solely for organizational improvement.
* To Verify that all responsibilities and tasks have been properly handed over to the designated successor.
* Determine if the employee would consider rejoining the company in the future under different circumstances.

1. **Attendance Verification & Payroll Processing**

* Ensure all employees have accurately filled in their attendance for each day of the month.
* Cross-check the recorded leave balances against company records to ensure accuracy.
* Ensure that any loan deductions are correctly applied as per the agreed terms.
* Compile the final payroll sheet, detailing earnings, deductions, and net pay for each employee.
* Ensure that new employees are added to the payroll sheet and their compensation is accurately calculated.
* Compile all necessary documents, including attendance records, leave balances, loan details, and payroll calculations.
* Provide the compiled documentation to the payroll team for final processing.

1. **Office Maintenance Responsibilities**

* Manage all office maintenance activities, including coordination for AC repairs and identifying new vendors when required and Schedule and supervise monthly pest control services.
* Procure office supplies such as stationery, tea, and coffee powder as per requirements.
* Ensure timely service and maintenance of AquaGuard and water purifiers through vendor coordination on a monthly basis.
* Ensure timely payment of electricity and telephone bills.

## **EDUCATIONAL QUALIFICATION**

Bachelor of Arts (2004-2005). R.K.T College Ulhasnagar-3 (Mumbai University)

Diploma in Software Engineering (2005-2006)

# **‍SKILL DEVELOPMENT COURSE**

Professional Life Coach - Alison

**PERSONAL STRENGTH**

* **Thrives Under Pressure**: Capable of meeting deadlines while maintaining quality, even in high-pressure situations.
* **Strong Communication & Organizational Skills**: Excellent at persuading, organizing, and conveying ideas effectively, with well-developed interpersonal and learning abilities.

I, hereby declare that all the above information is true and best to my knowledge and I am ready to provide testimonials as and when required.