

SIMRAN PRAJAPATI

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Professional summary

Human Resources with 1 year of progressive HR experience and advanced knowledge of employment law, compensation, recruitment and employee relations, Policy. Engages with HR service providers and suppliers on HR systems, training and development to promote high performing organization with efficient operating systems, professional and skilled staff and sound financial resources. Maintains strong stakeholder focus and service-oriented attitude with excellent organization and interpersonal skills to excel in multi-cultural environment.

Work history summary

Human Resources Executive - HRBP, FiveS Digital

Bhopal, Madhya Pradesh | August'2022 – August'2023

- Talent Acquisition: Handle complete Internal Recruitment Life Cycle - Sourcing, Screening, Short-listing Profiles, Scheduling, Candidates Tracking, Follow-ups, and HR interview.
- HR Operation: Have to take care of joining formalities of new hires (On Boarding). Maintain personnel records, Handle staff grievances in an objective and unbiased way by communicating and counselling employees. Ensure that established procedures are followed, and all grievance cases are addressed and concluded appropriately.
- Designed industry-leading employee engagement and recognition Programmed.
- Used staff survey findings to implement enhanced working conditions and practices.
- Advised line managers on correct disciplinary procedures for compliant issue resolution.
- Held company-wide town hall meetings to convey updates.
- Recruited, hired and trained new employees to optimize profitability.
- Employee Engagement: Manage employee relations through established engagement activities like welcome programs, HR induction, engagement program during the year, exit formalities and exit interview, etc.
- Employees Query and Grievances: In Handle staff grievances in an objective and unbiased way by communicating and counselling employees. Ensure that established procedures are followed, and all grievance cases are addressed and concluded appropriately.
- Reward & Recognition Activities: Own all aspects of employee recognition programs and ensure that they are conducted as per the agreed process and timelines
- Designing of employee engagement initiatives to maintain employee friendly culture by conducting Indoor games, monthly birthday celebration of employees, celebrating major festivals, All Team Meet, feedback sessions, sports, etc.
- Recommended appropriate resolutions to employee relations concerns and handled disciplinary issues and investigations of misconduct.

- Initiates & Administer the Employee Satisfaction Survey to sense the level of satisfaction in the system, analysis of the feedback & incorporating the suggestions.
- Induction & Onboarding formalities
- Obtaining feedback from new joiners to determine the effectiveness of induction program.
- Reward & Recognition Activities: Own all aspects of employee recognition programs and ensure that they are conducted as per the agreed process and timelines.
- HR Operation: Have to take care of joining formalities of new hires (On Boarding). Maintain personnel records, Handle staff grievances in an objective and unbiased way by communicating and counselling employees. Ensure that established procedures are followed, and all grievance cases are addressed and concluded appropriately.
- Designed and implemented orientation programs for new employees, covering job responsibilities, policies and procedures.
- Developed new strategies for employee retention activities.

Subject matter expert (SME), Technotask Business Solutions

Bhopal, Madhya Pradesh | Aug2021 – Dec2021 (5 Months)

- Assist the CSA with their query
- Take briefings
- Take session for the BQ of process
- Provide support for OJT batches
- When required take training batches
- Help the team leaders on their daily tasks

Customer support executive (CSE), Technotask Business Solutions

Bhopal, Madhya Pradesh | Feb2021 – July2021 (6 Months)

- Solve customer query
- Be Accurate and quick with resolution
- Be accurate and quick with resolution
- Maintain overall of my KPI
- Be punctual
- Be honest

Skills:

Recruitment strategies.
Recordkeeping.
Recruitment.
Organization Development.
Succession Planning.
Compensation & Benefits.
New employee orientation.
Employment contracts.

Hiring and training.
Dispute resolution.
Program management.
Regulatory compliance.
Resource allocation.
Labor negotiations.
Workforce improvements.
Training programs.

Key Deliverables:

- Joining Documentation completion process transfer & deputation adequate manpower allocation at branches and regional office.
- Welcoming new hires with prepared onboarding kits and an office tour.
- Introducing new hires to their team members.
- Providing new hires with manuals, guidelines, and passwords, as needed.
- Detailing all new hires' initial tasks and answering any queries. Ensuring new hires have the necessary technical assistance to set up their hardware and software.
- Gathering and filing all paperwork related to new hires, including contracts and non-disclosure agreements.
- Handle end to end recruitments CSA (Non-Voice)
- Reaching the defined targets for hiring of assigned roles required in a region/branch.
- Ensuring Quality of hires for all positions and locations and maintaining business interest in all hires.
- Sourcing the candidates from web portals, advertisement, referral, campus etc. to ensure pipeline of candidates.
- Attendance & Absence Management Coordination for accommodation and other requirements for training batch.
- Sending the profiles of assigned roles for vigilance & Coordination of the same and ensuring transparency.
- Personnel Management.
- Managing Attrition & Exit formalities.
- First level screening then line-up for further process.
- Enroll the biometric for new joiners.
- Release letter of intent for selected employee.
- Handling employee grievances (ER Part)
- Maintain Recruitment tracker, documents tracker, in Daily Basis for support staff and CSA.
- Cold calling for Batch line-up.
- Handle end to end joining process for Support staff and CSA (Email id creation, ID creation, ID card)
- Employee Verification mail and call for support staff.
- Attending the campus job fair.

Additional Information:

- Handled Crowd Sourcing hiring of 1000 candidates for Food Tech client.
- Expertise in people management. Handled 200+ employees working from office & Home.
- Proficient in Computers
- Proficient in software's like – MS Word, MS Excel, MS Power Point.

Education:

Bachelor Of Business Administration:

Human Resource & Marketing

People's University - Bhopal, Madhya Pradesh

Languages:

Hindi

English

Hobby:

**Art & Craft, Painting,
Dance**

Personal Details:

Name: Simran Prajapati

DOB: 07 Jan 1999

