



Joel Christian

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OBJECTIVE

Committed to continuous learning new skills and personal growth, I strive to exceed expectations and drive tangible results in a collaborative and dynamic work environment

EXPERIENCE

10 Mar
2021 -
Continue

- **Team Leader**
Qx Global group
 - Leading a team of 12 teammates that caters 8+ UK clients in recruitment - both temp and perm roles in non-health.
 - Building a high performance team for recruitment from the scratch
 - Formulate and implement new policies, processes and programs in support of business objectives along with periodic reviews
 - Proven record of Stakeholder Management, Leadership, KPI SLA achievement
 - Team engagement, persuasive presentation that influences key stakeholders, attrition management, back filling the vacancies, retention, BU profit management and many others.

Nov 2014 -
Aug 2018

- **Senior Customer relation executive**
Ttec India
I started Ttec as CSE where I had to ensure smooth service delivery. I got promoted as Senior after 6 months due to impeccable performance KPI achievements. As a Senior I was responsible to deliver assigned targets and KPIs for me and the team I was managing.

Mar 2012 -
Apr 2014

- **HR Executive**
Axiom BPM
Recruitment, Employee Engagement and Conflict management, Leading a team of 15 HR Co ordinators who was responsible for hiring and back filing the vacancies, campus recruitment, HR policies and compliance management, Payroll and data management and many other.

EDUCATION

2011

- **B.A**
Mumbai Vidhyapeeth
Distinction

2012

- **.Net technologies**
NIIT

2023

- **Data Science**
GRAAS

SKILLS

People Management

100%

Leadership

100%

Kaizen Approach and implementation

100%

Data Analytics

80%

Stake holder Management

100%