

Objective

- To become a successful professional in the area of Human Resources, Recruitment, Team management, back-office operations.

Professional Summary:

- A wide range of experience in Human Resources including Recruitment, Operations, Clinical Research Organization, RPO, KPO, BPO.
- Company Branding and Business Development
- Significant experience in building & handling teams, planning and management.
- Well versed with HR-Recruitment Process, Medical Terminologies, Transcription, American English and Accent.

Relevant Experience & Accomplishments

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| Oct 2016 - Till date | Amvik Solutions Pvt. Ltd. (India) / Catalytic Solutions
(www.catsol.com) |
| ➤ Position: | AVP HR - (India & USA) |
| ➤ Reporting to: | Directors of all the companies |
| ➤ Profile handled: | <ul style="list-style-type: none">• HR Head for two sister concern companies and three offices in India.• Operating remotely with often visits to India office in Chennai• Solely handling Talent Acquisition for USA & India operations for all the group companies related to IT/Non IT, Healthcare & Medical Billing recruitment• Implementing overall HR operations in India office - Recruitment, Payroll/Accounting, Compliance, PF, PT, ESI, Performance appraisal etc with best practices in Industry• Created Employee handbook & framed all HR policies for streamlining overall process.• Taking care of Performance management (implemented self-assessment & managers evaluation and 360 degree feedback) by maintaining highest transparency with employees through regular quarterly reviews for different teams• Monthly payroll computations through HRMS (GreytHR).• Liaising with vendors & agencies for smooth operations & administration of India office. |
| June 2015 - May 2016 | Rang Infosoft Pvt. Ltd. (India) / Rang Technologies Inc. (USA) |
| ➤ Position: | Asst. Operations Manager |
| ➤ Reporting to: | Director of the company |
| ➤ Profile handled: | <ul style="list-style-type: none">• Responsible for HR Management - Recruitment, Payroll/Accounting, Compliance, PF, PT, ESI, (in stipulated time & meeting deadline)• Build / grow & manage the day to day operation.• Handling 25+ recruitment team members and grooming them for boosting their daily performance.• Recruitment for all level of employees required by organization; from entry level to Sr. level (India team) for expanding the operations & staff• Manage on boarding process. Compliance management. Maintaining Documents of all employees and consultants.• Successfully take caring of employee engagement by regular interactions & relationship building with all employees through in person meetings with each employee, conducting get-together to create positive and lively environment.• Identifying training needs and taking care of Training & Development for employees.• Set policies to improve performance for team members in India.• Prepare SOP for all departments of the company with the best practices in industry.• Participate in the employment decisions (retention, promotion, salary raise, lay off, etc.). |

- Evaluation of the performance of the employees in India office. Hands on PMS - Performance review & appraisal review through 360 Degree.
- Work with management from US office to set targets for each team members in India.
- Employee Grievance - Resolve disputes or differences among team members and report such issues to management.
- Preparing & submitting daily/weekly reports and enhancing productivity of the team and calculating their incentives & assisting payroll team. Preparing & submitting daily/weekly reports.
- Manage databases for candidates along with resume database through JobDiva (Applicant Tracking System)
- Job portals - Dice, Career Builder, Monster USA. Social Media & Various user groups - Well acquainted with LinkedIn's Premium & Recruiters A/c. Paid and free tools like: Desi OPT, Resume Grabber, Talent bin, Indeed etc.
- Learn competitor's employment practices including salaries, target goals, etc. and discuss with US Management to improve employment practices.
- Responsible for addressing & fulfilling the needs for Office space and Computers, and IT support teams, etc.
- Develop plan to advertise and promote company's products through social media.
- **Achievements:**
 - ❖ Got promoted from Recruitment Manager to Asst. Operations Manager.
 - ❖ Build set up for India operations with successfully forming 6 Departments - HR, Corporate Recruiters, Technical Sourcing Team, US IT Recruiters Team, Bench Sales Team & Direct Clients Recruiters team.

August, 2011 - June 2015

DB Healthcare Inc.

- **Position:** Sourcing Manager (Recruitment & Development)
- **Reporting to:** President of the company
- **Profile handled:**
 - Responsible for overall team management and operation of Indian office along with taking care of all administration activities and contributing in development of sister concern companies into engineering spare parts manufacturing business staffing 120+ employees.
 - HR Management - Recruitment, Payroll/Accounting, Compliance, PF, PT, ESI
 - Team handling - 16+ team members of sourcers & recruiters. Training and grooming team in the field of recruitment. Directing & motivating them to achieve & exceed set targets to increase revenue of the company.
 - Taking care of smooth operation of the recruitment process by coordinating with Sales Team, Director of the company & recruiters at USA, India & Philippines
 - Analyzing Resumes and short listing quality candidates with most relevant attributes using different USA job sites, Social media & other tools. Well familiar with searching techniques and posting jobs.
 - Job portals - Career Builder, Monster USA. Social Media & Various user groups - Well acquainted with LinkedIn's Premium & Recruiters A/c. Paid and free tools like: Resume Grabber, Talent bin, Broad bin, Indeed etc.
 - Efficiently working on multiple Healthcare IT & pure IT vacancies with different requirement for various US locations at the same time.
 - Effective candidates and clients database management using Bullhorn (ATS-Applicant Tracking system)
 - Assisting Sales Head & Company Director for generating new business leads for Business Development.
 - **Achievements:**
 - ❖ Restarted the Indian operation of the company in India in 2011 from scratch alone and build up a team of sourcers & recruiters in India.
 - ❖ Got promoted from recruiter to Manager.
 - ❖ Awarded with best Team Leader award in 2013.
 - ❖ Contributed in building the candidate database of HIT & IT professionals of USA and Increased from 5k to 2.5L by leading a sourcing team

November 23, 2009 - April 2011

QX Limited

- **Position:** Recruitment Consultant
- **Reporting to:** Project Manager & RPO Operation Director
- **Profile handled:**

October 2010 - April 2011

Elite Leader & Landers Associates, UK's Recruitment Training Company on behalf of various leading placement agencies

- Rec2Rec involving searching candidates suitable for working in Recruitment sector in UK.
- Short listing quality candidates with most relevant attributes using different job sites and advert responses.
- Successfully working on multiple vacancies with different requirement for various locations at the same time.
- Conducting telephonic competency based interview and prequalify them for the face to face interview.
- Effective candidate management including constant client communication.
- Preparing vacancy and outsourced candidate's reports on daily and weekly basis and facilitating client for proper, smooth operation and management of the project.

November 2009 - October 2010

- Health Care Locums International, UK's Largest Medical Recruitment Agency Staffing Doctors, Nurses and AHPs
- Analysing CVs, Profiles of the Doctors, Nurses and AHPs, matching it with the criteria of the clients and telephonically prescreening them.
- Doing a final assessment of the candidates, passing them to the client with proper feedback and effectively coordinating with the recruitment team for the same.
- Constant communication with the candidate for chasing their important required documents and updating the same to onshore and offshore teams.
- Immediate, effective and accurate database maintenance including updating the records and updating the documents of the candidate.
- Preparing the static reports on daily and weekly basis of the numbers of candidates as per the suitability of matching the criteria and potentiality to place them on the available position and country. The reports include the Data Analysis Report, List of Excellent candidates, Marketing Effectiveness Report.
- Close coordination with the Education and Compliance Dept. Passing on the prospective candidates requiring educational needs such as English Language proficiency exams (IELTS/TOFEL/OET) and medical exams (CRNE for Canada, ONP/NMC for UK, NCLEX/CGFNS for USA, ANMC for Australia) for generating business for the company.
- Solely assigned to take care of the USA and Canada Nurses for the Indian office.
 - ❖ Taking care of the USA and Canada Nurses in the database.
 - ❖ Successfully answering every single query of Nurses recruited. Updating the entire team about the change in USA and Canada immigration policies and any change in qualifying criteria.
- Formatting the CVs of the candidates with 100% accuracy in the given time frame and forwarding the same to the respective recruitment desk.

September 01, 2007 - November 12, 2009

Lambda Therapeutic Research Ltd.

- **Position:** Research Associate
- **Reporting to:** Head Of The Department
- **Profile handled:**
 - One of the members of the Bioanalytical team of Lambda Therapeutic Research Ltd. Responsibilities included handling a team of four members in documentation control. Activities consisted of (Study related confidential documents) standard operation procedures and Data verification. To prepare protocol and formatting of SOPs, Validation Reports and Analytical Reports. Ensuring availability and issuance of SOPs.
 - Ensuring proper and effective implementation of regulatory guidelines for Bioanalytical department. Effective and close coordination with HR, Quality Assurance, Quality Control, Project Management, Biostatistics and other departments for smooth Operations. Ensuring proper arrangements for various regulatory audits.
 - Independently handled few of the USFDA, Anvisa, European and Canadian projects submission to sponsors ensuring regulatory guidelines and sponsor specific requirements. Compiling dossier related to Bioanalytical (hard and soft copies) for submission to the sponsors. Coordinating and assisting to resolve the queries with sponsor and clients with related to specific report and relevant data.
 - Responsible for all internal and external correspondence of the department and preparing training schedules and imparting training to the trainees.

- Maintaining database of Leave and training records. Handling overall back office work for the Department.
- Orientation of new joiners about the department and available facilities and facilitating staff related to HR policies (Salary Slip Distribution, Appraisal procedures, Training calendars, Joining and Exit formalities)
- Coordinating with Head of the Department for interviews.
- Responsible for preparation of shifts and distribution of task to lab attendants and sanctioning leaves.
- To convert the chromatographic Data with related to Projects and Method validations into PDF format through Nu Genesis Software.
- Overall office administration of the Bioanalytical Department ensuring maintenance of office equipments and availability of stationery and material in the department. Dealing with vendors, Purchase and Finance Department for orders and purchase of materials and maintaining stock

November 21, 2005 - August 31, 2007

Motif India Infotech Private Limited

- **Position:** Sr. Customer Care Representative
- **Reporting to:** Supervisor and Project Manager
- **Profile handled:**
 - Providing customer care services and Back office support to the clients, which includes data management and processing.
 - Processing financial transaction for Affiliated Computer Services, US (ACS Xerox) involving Human Resource Operation, Benefit Administration and Retirement Services delivering quality as high as 100% by meeting client wise cutoffs.
 - Significantly contributed to the team in guiding for new E-Sorting program
 - Responsible for Mellon Bank's Web based processing of Share Purchase, Sell and Transfer as well as other functions related to the US shareholder's request involving high financial implications.

December 12, 2002 - November 20, 2005

Just Dial Services

- **Position:** Information Retrieving Officer
- **Reporting to:** Project Manager
- **Profile handled:**
 - Providing customer service by catering online products, services and directory information to the callers by understanding their requirements.
 - Effectively probing prospective inbound callers to register their business with the company and converting them to paid clients from general clients resulting in generation of revenue for the company.
 - Making outbound calls for constant upgrading and updating the database in the software and quality analysis of the data base updation done by the data entry operators.
 - Managing client database of and successfully convincing and retaining them to continue with the services.
 - Making cold telesales calls, educating clients about the newly launched offers, resulting in increased revenue and wide customer base.
 - Actively coordinating with the field marketing executive and telemarketing team for daily database maintenance of the paid and general clients in order to provide best services in the market

Qualification / Education:

1998 BA with English Literature
Ujjain University, Madhya Pradesh, India

2008 Diploma in Human Resource Management
Ahmedabad Management Association, Ahmedabad, Gujarat, India

2009 Certificate Programme in Imports and Exports
Ahmedabad Management Association, Ahmedabad, Gujarat, India

Training:

August 2014

Essential Skills for Managers - Ahmedabad Management Association, Ahmedabad, Gujarat, India

Aug 07, 2001 - Dec, 2002

Infoscribe Technologies (Guj) Pvt. Ltd. & Saral Software Solution Pvt. Ltd.

- Medical Transcription formal and On Job Training.
- Transcribing American Doctor's dictated medical reports with client expected accuracy and cutoffs for C-Bay Systems.

Personal Details:

Languages Known	:	English, Hindi, Gujarati and Marathi
Date of Birth	:	14 th January, 1976
Marital Status	:	Married
Permanent Address	:	D-502 Reflections by Pacifica Companies, Nr Vaishnodevi Circle, Off SP Ring Road, Ahmedabad 382470