**Swapnil Shah**

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**Summary:**

* Over 4 years of experience working with MNCs in client servicing.
* Excellent written and oral communication skills.
* Result driven professional with working experience in service industry.
* Working experience in fast paced environment and ability to drive desired result.
* Team management, training, mentoring.
* Business Development and Account management.

**Education:**

* B.B.A, HNSB College of Management Studies, Himmatnagar, GJ 2010 - 2012

**Skills:**

* MS Suite; Word, Excel, PowerPoint, Outlook.
* Client service.
* Ability to work in team.
* Excellent communication skills.
* Business correspondence.
* Market research.
* Statistical and financial analysis and report building.
* Email and phone etiquettes.

**Experience:**

**Mitaja Corp. Ahmedabad, GJ Feb 2016 – Present**

**Business Development & Accounts Manager**

* Mitaja is start up company who provides contigent workforce to federal projects.
* Have been promoted as Business Development and Accounts Manager
* Generated new leads for staffing business and converted in to revenue generating clients.
* Approcaed prospective clients from linkedIN, Google, Inc 500 and other sources.
* Managed clinet communication for existing account and developed them to production level from the pilot level.
* Gathered and analysed client requirement and coordinated with the team and ensured service delivery to the satisfactory level.

**Mitaja Corp, Ahmedabad, GJ Sep 2015 - Present**

**Team Lead- Recruiting**

* Mitaja is start up company who provides contigent workforce to federal projects.
* Responsible for complete recruitment lifecycle.
* Interivew, hired, and trained fresher’s recruiters.
* Mentored new joinees.
* Handled team for 5 people.
* Primarily focused on IT requirements and placed candidates for various roles like; software designers, developers, architect, project manager, program manager, business analyst, software tester, quality analyst, system administrator, security architect, network engineer, network administrator.
* Gathered, understood, and analysed client requirements for various positions and projects and discussed same with the team members.
* Worked pro-actively on client updates for future requirements and developed proactive strategy with team members with aim to provide quality solution within deadlines and targeted budget.
* Built relation with local campuses for hiring bulk candidates for entry level positions.
* Worked in client centric model and adapted the change as per the client requirements.
* Worked pro-actively and aggressively on client updates as minimized the response time to best possible extent.

**eTeam, South Ahmedabad, GJ Aug 2014 – Sep 2015**

**IT Technical Recruiter**

* Responsible as primary recruiter for National Grid, and Nasdaq and Honeywell (USA & Canada) account as well as secondary support for Liberty Mutual, Unisys, T Raw Price accounts and CAAA Insurance.
* Involved in life-cycle of recruiting including sourcing, qualifying, scheduling interviews, rate negotiation, and closing for the candidates.
* Provided recruitment solution to IT as well as Non-IT requirements of the clients from different domains.
* Primarily focused on IT requirements and placed candidates for various roles like; software designers, developers, architect, project manager, program manager, business analyst, software tester, quality analyst, system administrator, security architect, network engineer, network administrator.
* Also, supported Aerospace and engineering requirements for Honeywell USA as well as Canada.
* Worked on special requirement with niche skills like, Java ATG, Endeca, Bigdata, Hadoop, Juniper.
* Participated on weekly client calls for the primary accounts like National Grid, and NasDaq OMX.
* Gathered, understood, and analysed client requirements for various positions and projects and discussed same with the team members.
* Worked pro-actively on client updates for future requirements and developed proactive strategy with team members with aim to provide quality solution within deadlines and targeted budget.
* Built relation with local campuses for hiring bulk candidates for entry level positions.
* Worked in client centric model and adapted the change as per the client requirements.
* Worked pro-actively and aggressively on client updates as minimized the response time to best possible extent.

**Collabera Technologies Pvt. Ltd. Baroda, GJ Jun 2013 – Jul 2014**

**Technical Recruiter**

* Involved in life-cycle of recruiting including sourcing, qualifying, scheduling interviews, rate negotiation, and closing.
* Collected the job description from clients and analyzed and understood the client’s requirements.
* Searched qualified candidates in appropriate job boards and local database.
* Shortlisted the resume to find right candidate who matches the job role with necessary skill-set.
* Contacted shortlisted candidates through phone, email, or LinkedIn.
* Discussed the details about the position with candidates, asked question related their previous experience, skills, pay expectation etc.
* Negotiated the rate to the optimum by keeping the margin rates in mind.
* Closed candidates for various requirements for different clients.
* Communicated on timely basis about the updates from the clients on candidates’ applications.
* Scheduled interviews and prepare candidates for potential questions.
* Extended offers and initiated on-boarding process,
* Co-ordinated between operation department and candidate regarding paper work and on boarding process.

**Goedecke & Associates Dec 2012 – Apr 2013**

**Purchase officer**

* Understood end to end supply chain process and logistic & procurement business.
* Looked after NCR’s USA as well as UK logistic needs.
* Responded RFQ in times with best competitive price by keeping best profit margin.
* Sourced computer and ATM hardware parts through Brokerbin, Google, and Indiamart etc.
* Negotiated price on bulk orders.
* Used Everest for generating Pos and SOs.
* Updated open order book, closed order book, on daily basis.
* Updated client proactively on all open orders and provided with ETA.
* Coordinated with cross functional teams to make sure that delivery happens on time.
* Processed RMA and provided with immediate solution.
* Handled escalations and resolved them in best possible way to the satisfactory level.

**Etech Inc, Gandhinagar, GJ May 2012 – Dec 2012**

**Online Chat Representative**

* Provided live chat support to customer’s regarding product purchase, plan information, promotions and offers.
* Assisted customer in choosing the best plan according to their needs and helped them placing an online order.
* Navigated customer through website to complete the order process and made sure that order has gone through successfully.
* Handled 80 to 100 chats per day.
* Provided exponential customer service and made sure that customer had happy experience with support provided.
* Answered the question regarding billing cycle, shipping information, auto-delivery, edition to the plan.
* Converted 35% chat’s in to sales.
* Met all the KRA assigned.