# Zalak Singh

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**Summary**

*Throughout my career, I have worn many hats. I used to work as a soil analyst, analysing various types of soils. I used to work as a technical recruiter, assisting US-based companies in hiring talent. I used to be an online chat representative who assisted sellers in selling their services. My most valuable asset is my ability to establish and maintain relationships. I've amassed a long list of employers and businesses who seek new talent and services from me.*

*When it comes to developing productive relationships,* ***I always remember Suzy Kassem's quote: "Treat your relationship as if you were cultivating the most beautiful sacred flower. Continue to water it, take care of the roots, and make sure the petals are vibrant and never curl. If you neglect your plant, it will die, as will your relationship."*** *By following this advice when managing client relationships, I've been able to not only improve client satisfaction but also increase revenue.*

*Customer service, recruitment, talent sourcing, rapport building, and documentation are among my key skills.*

**Experience**

**Online Chat Representative**

**Etech Global Services**

**November 2020 – June 2022**

*Etech Global Services is a leading provider of customer engagement solutions for many of the world’s most trusted brands. They trust us with their most precious assets – their customers. Why? Because Etech’s commitment to continuous improvement, next generation technology, and growing and empowering our people results in a solution that works. Voice, chat, email, social media, Etech is here to communicate with your customers when and how they choose.*

**Roles and Responsibilities:**

* Chat on program assigned for 100% of the login time.
* Achieve the campaign KPI consistently.
* Informs current and prospective customers of current promotions and new or upgraded products.
* Should be able deliver 100% of the expected utilization eg: Login hrs, break schedule attendance. (Due to Inbound Process)
* Respond to queries, solicit further sales, and solve or refer problems.
* Builds strong relationships with Team Leader, and OCR’s.
* Be open and responsive to consistent coaching, take an active role in performance planning and goal setting.
* Acts as a role model at all times, adhere to high ethical standards.
* Aggressive towards improvement in terms of sales and soft skills.
* Takes responsibility and initiative to develop core skills and competencies by being involved in every facet of personal development.
* Be flexible in an environment by championing and embracing change.
* Follows all compliancy guidelines and regulations regarding company

**Technical Recruiter**

**IMS People Possible**

**October 2019 – September 2020**

*IMS People is an Offshore Recruitment Services company. We help staffing firms globally with our extensive range of tailored services. From recruitment & administrative services to accounting support and bespoke one-off creative solutions we empower our clients to gain a commercial advantage in their marketplaces through innovative cost-effective expertise.*

**Roles and Responsibilities:**

* Supports a high-tech Client to understand their needs and fill open requisitions.
* Utilizes job boards, referrals, and other creative means to identify qualified candidates for contract opportunities.
* Manage communications between applicants, hiring managers and others to keep all parties apprised of the status of each search.
* Review online applications, evaluate qualifications of both internal and external candidates, conduct pre-screen interviews to analyze candidate experience and fit, coordinate pre-employment tests as needed, and develop a short list of potential candidates.
* Present fully screened qualified candidates to hiring managers in a timely manner and coordinate interviews. Arrange travel and lodging (international and domestic) for applicants, as needed.
* Manage candidate interview results and selection decision with hiring manager. Provide candidates feedback on interview results as appropriate.

**Soil Analyst**

**BHISMA Bio-Tech Pvt Ltd**

**Jul 2018 - May 2019**

*Bhishma Agri Research Biotech Private Limited is a non-govt company, incorporated on 08 Oct 2014. It's a private unlisted company and is classified as ‘company limited by shares. Company's authorized capital stands at Rs 1.0 lakhs and has 100.0% paid-up capital which is Rs 1.0 lakhs. Bhishma Agri Research Biotech Private Limited last annual general meet (AGM) happened on 29 Sep 2017. The company last updated its financials on 31 Mar 2017 as per Ministry of Corporate Affairs (MCA). Bhishma Agri Research Biotech Private Limited is majorly in Agriculture and Allied Activities business from last 8 years and currently, company operations are active. Current board members & directors are NAIMESHKUMAR JAYANTIBHAI PATEL, BHARATKUMAR JAYANTILAL PATEL and PATEL RAJENDRA MANILAL.*

**Roles and Responsibilities:**

* *Apply knowledge of soil science, including the fundamentals of the subject, such as the biological, chemical and physical properties of soils, and their spatial and temporal variability across the landscape.*
* *carry out field work, including the collection of soil samples from a range of environments.*
* *produce maps of soil types and their distribution.*
* *monitor or supervise laboratory research.*
* *conduct laboratory analysis of soil samples and research experiments.*
* *complete paperwork and catalogue findings.*
* *write research reports and make presentations on findings, including scientific research papers and non-scientific client reports.*
* *integrate soil science knowledge into aspects of land management and ecosystems*
* *keep up to date with developments in soil science and related areas, as well as environmental issues and legislation changes that may affect your work*
* *attend conferences to keep abreast of the latest developments and to network with people in the profession and in related industries.*

**Education**

**Gujarat University**

Bachelor of Science, Chemistry

2015 - 2018

**Skills**

* English
* Recruiting
* Communication
* Critical Thinking
* Problem Solving
* Customer Service
* Web Chat
* Sourcing
* Technical Recruiting