



Devarshi Shah

Seasoned professional with excellent experience in HR, Training, Admin, CRM & Operations Divisions

- HRM from AMA in September – 2016
- Broker Qualified Person (BQP) in Direct Life & General Insurance from (NIA), Pune in October – 2021
- Licentiate Certificate in Life & General Insurance Category from (III) in September – 2022

Career Objective:

To secure a challenging position wherein I can utilize my analytical skills, experience & the qualification to the best possible extent, facilitating the organizational as well as the personal growth.

Career History:

Troth Insurance Broking & Consultants Pvt. Ltd.

Visit us at: www.troth.co.in / www.aapkaprotection.com

- Manager – HR & Training (Vertical Head) – 15th June 2021 to till date

Responsibilities

➤ **HR & Admin**

- Conduct employee surveys and interviews.
- Set objectives for the HR team and track progress
- Design and implement company policies that promote a healthy work environment with foster healthy employee relations
- Develop compensation and benefits plans
- Support and suggest improvements to the entire recruitment process
- Host in-house recruitment events
- Discuss employees' career development paths with managers
- Monitor HR metrics (e.g., turnover rates and cost-per-hire)
- Review departmental budgets
- Organize learning and development programs
- Ensure HR staff addresses employees' requests and grievances in a timely manner
- Maintain HR procedures that comply with labour regulations
- Introduce new ideas to improve employee engagement program in regular intervals

➤ **Trainer**

- Evaluate employee performance to gauge where skills are lacking.
- Create training programs to address skill gaps in employees.
- Prepare learning materials for internal training programs & marketing material for digital platform too.
- Develop a schedule to assess training needs.
- Consult with other trainers, managers, directors and leadership.
- Track and compile collected data.
- Develop & Conduct onboarding programs for new & existing employees.
- Conduct surveys to gauge the effectiveness of programs.
- Research new teaching methods.
- Attend education conferences.

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LinkedIn: <http://www.linkedin.in/shahdevarshi>

Flamingo Transworld Pvt. Ltd., Ahmedabad (Flamingo Travels)

Visit us at: www.flamingotravels.co.in

- HR & Administration Manager (Vertical Head) & Senior Student Counsellor – 1st March 2015 to 14th June 2021

Responsibilities

➤ **HR & Admin**

- Recruitment / Selection for all 40 branches & locations across India
- Workforce Planning and Diversity
- Effective HR Management Systems, Support and Monitoring
- Payroll / compensation / administration / Attendance System
- Design HR Policies & Execution
- Performance Appraisals / management
- Active Participation in Board Meeting for execution & suggestion towards Company Growth & Budget
- Organize & Schedule Internal & External Training System
- Employee engagement / Motivation / Organization culture / Organization development
- Employee Welfare / Allowances structure / Personal Loans
- Skill Mapping Programme – Internal Exam Portal Designing
- Vendors Planning against Market Competition & negotiation for bulk deal
- Exit Interview & Formality
- Arrangement of Sales Promotional Gifts for International Agents & organize office inventory
- Delegate the work to team members
- Decision Maker for Office Amenities for Staff & Management
- Approving vendor & staff expense sheets with the hold of Accounting System

- **Also, as an additional part of my tenure with the company, I have handled new venture of the company Flamingo Educare as a Senior Student Counsellor for Foreign Studies for UK, USA, Australia, New Zealand & Canada. And successfully closed 17 student files within 6 months of span during Covid-19.**
- **Achievement: Got an additional exposure to explore the world by taking knowledge with History, Geography & facts of the countries like India (almost entire country), Dubai, Singapore, Malaysia, Thailand, USA.**

Ashok Leyland, Ahmedabad (Landmark Commercial Vehicles Pvt. Ltd.)

- Assistant Manager- Operations- December 2014 to February 2015

Benchmark Cars, Ahmedabad (Authorised Dealer for Mercedes Benz Passenger Vehicles)

Visit us at: www.benchmarkcars.co.in

- Assistant Manager- Customer Relations – April, 2012 to March, 2014
- Senior Executive- Customer Relations – October, 2011 to March, 2012
- Senior Coordinator – April, 2011 to September, 2011
- Brand Ambassador- September, 2010 to March, 2011

Achievement: During my tenure our dealership was ranked as No.1 dealership and was awarded for best implementation of these processes.

Landmark Honda, Ahmedabad (Authorized Dealer for Honda Cars)

- Brand Ambassador- December, 2009 to September 2010

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As Brand Ambassador

I was the SPOC (Single Point of Contact) for Customers (Walk-In or Tele Enquiry).

My major responsibility was to timely address any enquiry or complains from the customers. To take care about regular alters & retains regarding the showroom appearance, to manage the boutique accessories. To manage & operate all the administration work (on & off floor) & general item procurement.

Academic Qualification:

B.E in Electronics & Communication (2009) with First class

Diploma in Electronics & Communication (2006) with distinction

What sets me apart?

I am proficient at maintaining cordial relationship with employees, clients, ensuring quality and service norms to be achieved through customer satisfaction and business retention. I am a keen analyst with excellent relationship management, team building skills. I possess effective communication skills with excellent interpersonal, analytical & organizational abilities. I am a dynamic professional in touch with industry developments with capability to anticipate changing trends and strategize actions ahead of the curve.

Computer Proficiency:

Operating Systems	Windows 98/2000/XP
Languages	C, VHDL, ALP in 8085, 8086, 8051
EDA Tools	7.3
Office Suite	MS Office (Word, Excel, PowerPoint)

Have knowledge of software development life cycle Networking concepts

Personal Details:

Date of Birth:	2 nd June, 1986
Gender:	Female
Social Status:	Married
Nationality:	Indian
Languages Known:	English, Gujarati (Native), Hindi

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