

MITESH DAVE

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Profile

An experienced Talent Acquisition Manager with 15+ years of experience leading successful recruitment teams across multiple industries. 10+ years of experience as HR Business Partner. Skilled in developing and executing recruitment strategies that attract top talent and meet business objectives. A proven leader with a track record of building and managing high-performing teams, while also fostering a culture of inclusivity and growth. Possesses exceptional communication, negotiation, and stakeholder management skills, with the ability to build strong relationships with both internal and external stakeholders. With a deep understanding of the recruitment landscape and a commitment to continuous learning.

Career History

HR Manager

Growfusely

April 2021 to April 2023

- Proactively recruit top talent across various roles and levels in the organization, utilizing various channels and sources to attract the best candidates in the market.
- Conduct thorough interviews and assessments of candidates, providing recommendations to managers and counseling them on the selection process to ensure a fair and objective approach.
- Conduct exit interviews to gain insights into employee departures and make recommendations to address any issues identified.
- Prepare accurate and timely salary sheets for payroll processing, ensuring compliance with legal and regulatory requirements.
- Implement and manage attendance, leave, and work hour tracking systems, such as Zoho, to ensure accurate and efficient record-keeping.
- Provide guidance and support to team managers to optimize team performance and productivity, including training on best practices for effective people management.
- Establish and manage HR processes, documentations, guidelines, policies, and structure to ensure consistency and compliance with legal and regulatory requirements.
- Oversee on-boarding and exit formalities for new and departing employees, ensuring a smooth transition for all parties involved.
- Develop and implement an effective induction process for new team members to ensure they are fully integrated into the organization and have a clear understanding of expectations and goals.

- Manage all aspects of HR operations, including recruitment, onboarding, training, performance management, appraisals and employee relations, to ensure a seamless and effective experience for all employees.
- Maintain accurate and up-to-date employee databases and records to support effective HR decision-making.
- Develop and implement effective recruitment procedures to attract and retain top talent, including running recruitment campaigns.
- Collaborate with external consultants, such as HR consultancy, to ensure timely and accurate processing of PF, PT, and other legal and regulatory requirements.
- Manage petty cash and operational expenses in collaboration with other stakeholders, such as finance, to ensure adherence to budget and timely reporting.
- Take a proactive approach to addressing any other HR or recruitment-related matters, identifying opportunities for improvement and taking appropriate action to ensure continuous improvement.

Sales and Marketing Business Advisor

SmartTask.io

June 2020 to April 2021

"We help businesses and organizations be up to 40% more productive with an easy to use tool."

SmartTask is an online productivity tool that helps your organization be in sync with who is doing what by when.

- Working on managing SaaS product and ensuring they meet the needs of clients.
- Supporting the sales team in lead generation and pre-sales activities, including attending meetings with potential clients to understand their business and technical requirements.
- Providing pre-sales and post-sales technical assistance and product education to clients to help them understand the value proposition of SmartTask.io products.
- Building and maintaining strong, long-term relationships with clients by managing and interpreting their requirements and providing after-sales support services as needed.
- Arranging and conducting product training for clients and providing support material for other members of the team.
- Assisting in the planning and execution of multiple campaign strategies to generate leads and drive sales.
- Making technical presentations and demonstrating how SmartTask.io products meet client needs.
- Collaborating with other members of the sales team and technical experts to ensure the best outcomes for clients.
- Tracking the percentage of qualified leads that convert to paying customers.
- Measuring customer retention rates and identifying opportunities for upselling and cross-selling.
- Tracking the number of clients that adopt and actively use SmartTask.io products.
- Measuring customer satisfaction through surveys, reviews, and feedback and identifying areas for improvement.

- Measuring the effectiveness of product training by tracking client feedback and adoption rates.
- Measuring the success of marketing campaigns in terms of lead generation, sales revenue, and ROI.

Head of Client Engagement & Business Development

Growfusely

June 2019 to February 2020

- As a Business Development Manager for Growfusely, a startup digital marketing agency specializing in content marketing, my primary responsibility was to drive new client acquisition.
- I utilized a variety of channels, including LinkedIn and email, to identify and reach out to potential clients, with a focus on SaaS businesses.
- I conducted research on prospective clients to understand their business objectives and marketing needs.
- My role was to get new clients, discuss the services we offer and negotiate rates with them.

Talent Team Manager / Director / Operations Manager

Qualified Support Services Pvt Ltd

October 2012 to May 2019

Qualified Support Services Pvt Ltd is a wholly owned Indian subsidiary of Creative Personnel UK, a recruitment agency based out of Central London and established since 1999.

This office was set up as a branch and an extended arm of the parent company in London. I played a pivotal role in setting up the India branch, right from securing an office space to getting it up and running. I was instrumental in getting the branch registered with the Indian authorities and putting it in shape and form as required by the London office.

- Recruit resourcer's/recruitment consultants / recruitment staff for India office on a regular basis (domestic recruitment).
- I would regularly train the resourcers.
- Coordinate with Teams in London office.
- Draft company policies for the India office and make sure the team adheres to it.
- Push the India team to achieve their daily KPI's and value add to company revenues.
- Account Management – Resource, Head Hunt and interview prospective candidates, screen and shortlist them. I would help applicants prepare for their interview. I worked in sectors like Gaming, Audio Visual, Digital Marketing and Web Development.
- Client Management. Client handling. Client engagement. Client coordination – regularly liaise with clients to understand their requirements and also to take feedback on the CVs we sent them. I would get in touch with all the clients being catered from India branch and get feedback from them. Build relations with key clients and up-sell and cross-sell company services.
- Be elemental in generating revenue by achieving company targets.

- Do performance reviews of the team and show them where they are and how they can improve on their KPI and targets. Encourage the team to achieve the overall company goals and targets.

Client Relations Manager

Solitaire Management Services Pvt. Ltd., Ahmedabad, Gujarat

October 2008 to September 2012

Solitaire Management Services was an RPO (Recruitment Process Outsourcing) catering to recruitment agencies in the UK. It provided back office services such as CV resourcing, CV formatting, Data mining, Database management, email marketing, pre-screening and interviewing candidates, Head hunting, Vacancy response management, to name a few.

- Account Management.
- Client Management. Client handling. Client engagement. Client coordination.
- Bring in New Business.
- Resolving any client issues on the floor and retain clients. I had achieved to retain two key clients who were major revenue generators
- Managing operations team and working closely with the Directors to plan a road map for future business prospects and growth of the company. I constantly thrive to expand and explore all possible horizons to improve work flow and processes.
- Constantly maintaining a person rapport with the clients and get their feedback and suggestions and how we can improve our services and bring value to their business
- Recruiting and training staff for the domestic office. This includes process training, UK culture and Geography training, usage of various job boards, making keywords for the job boards to retrieve relevant CVs, passive search techniques, understanding the job spec and requirements of the client
- Business Development – I not only generate new business but also try to get maximum added services from the current clients. I also negotiate rates with the client for various services offered and settle in a win-win situation
- Generate and send invoices at the end of every month for fixed and ad hoc clients.
- Sourcing relevant candidates mainly from online databases and other networking sites and send them to the client
- Head Hunt candidates for high profile requirements and Pre screen/ Interview them
- Vacancy response management, which includes direct client database management
- CV writing and formatting as per the clients requirement

Interactive Manpower Solutions Pvt. Ltd. (Part of Empresaria Group Plc UK), Ahmedabad, Gujarat

March 2007 to September 2008

IMS was an RPO and part of Empresaria Group Plc UK. It provided recruitment back office services.

Client Relations Manager

- Account Management.
- Client Management. Client handling. Client engagement. Client coordination.
- Handled a team of assistant CRM and resourcers, allotted them work on various clients and tried to get optimum results from them. I also saw to it that they achieve their set targets and receive their monthly incentives

- I had always over achieved my targets which in return earned me personal bonuses from the clients
- Resolved client issues, this included not only my clients but other CRMs clients as well
- Account Management with full account responsibility. I had the ownership of the clients I worked for and was responsible for every negative or positive feedback they sent
- Headhunted Directors, VPs and AVPs from top tier Investment Banks in UK discussed the role with them and find out if they are looking for a change. I also contacted them after business hours to explain the role in detail.
- Televet candidates before final interview
- Coordinate candidate interviews with the top tier investment banks

Assistant Client Relations Manager

- Interacted with clients in UK to understand vacancies and sourced relevant CVs.
- Recruited candidates for UK based clients.
- Updated team members regarding latest updates given by clients and brief them about clients' requirements.
- Formatted candidate CV as per client requirement.
- Head hunted top executives and candidate generation, name gathering.
- Performed initial screening of the candidate and passive search candidate not listed on the job boards.

Azure Knowledge Corporation Pvt Ltd., Ahmedabad, Gujarat

January 2005 to February 2007

Azure is a KPO (Knowledge Process Outsourcing) involved in Market Research. It caters to many companies across the globe and provides them with market studies and analytics.

Process & Soft skills Trainer, Market Research/Quality, Market Research

Quality:

- Checked voice files and data collected by the agents, and approved or rejected as per the qualifying criteria.
- Briefed agents to rectify errors and improve their interviewing skills; I also took team briefing before start of any survey and resolved any queries by the agent

Process Training:

- Train agents on market research process and how to take interviews; how to open and close a good survey, and how to built up a good rapport with the participant so that they are willing to give another survey
- Imparted knowledge on telephone etiquettes

Sr. Supervisor (acting as Team Leader), Market Research

- Took appointments and interviewed top executives of fortune 500 companies.
- Attended supervisory calls of junior agents and saw to team briefing along with report generation.

Interviewer, Market Research

- Called up US and Europe Blue chip companies to take surveys on various aspects for clients such as Microsoft, Intel, Datamonitor etc.
- Set up web-links to take online surveys, fixed appointments and, generated leads.

**Sr. Sales Executive/Customer Advisor & Assistant to General Manager
Nilumbaug Palace Hotel & Mrignayani Palace Boutique, Bhavnagar, Gujarat
April 1997 to December 2004**

Nilumbaug is a Heritage Hotel managed by the royal family of Bhavnagar. Mrignayani was a souvenir shop in the palace hotel, selling traditional Indian items to the foreign guests.

- Oversaw staff of all the departments, group booking, tour booking.
- Resolved staff, guest queries
- Handled administrative duties of the hotel.
- Oversaw overall management and accounts of the boutique and stock purchase as and when required.
- Sold handicraft and antique items to foreigners, mainly from Europe and US.

Qualification

Ahmedabad Management Association (AMA)
Diploma in Operational Excellence - 2017

Indira Gandhi National Open University, New Delhi
ADCA (Advance Diploma in Computer Application) December - 2003, 54%

IGNOU, New Delhi
PGDCA (Post Graduate Diploma in Computer Application) December - 2002, 54%

IGNOU, New Delhi
CIC (Certificate in Computing) June - 2001, 70%

MJCC Bhavnagar University, Bhavnagar
B.Com with Business Administration as special subject, (March - 1998, 50%)

Extra Qualification

- MCP (Microsoft Certified Professional) in Visual Basic as Front End. Oracle as Back End