**CHAULA PATEL**

Cell: +91-9913403500

Email: cpchaulapatel@gmail.com

**OBJECTIVE:**

To obtain a position in Human Resource that will enable me to use my strong interpersonal skills, educational background, and ability to work well with people

**Summary:**

* Masters in Human Resource & Marketing with over 4+ years of experience in Recruitment – Sourcing to On-boarding, Performance Management, Compensation & Benefits; Payroll & Leave Attendance Management.
* Presently associated with **Endeavor Careers Pvt. Ltd.,** Ahmedabad as **Deputy Manager - HR**
* Experienced in manpower management, recruitment involving screening, interviewing & shortlisting
* Adept at people management, maintaining healthy employee relations; handling employee grievances thus creating an amicable & transparent environment
* Skillful in implementation HR systems & policies, conducting training programs towards enhancing employee productivity & building committed teams
* Possess strong communication & inter-personal skills. A dynamic go-getter & quick learner with ability to work under pressure & meet deadlines.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Areas of Exposure/Expertise** | | | | |
| **Recruitment** |  | **Payroll Management** |  | **Compensation & Benefits** |
| **Induction** |  | **Employee relations/welfare** |  | **Organisational development** |
| **HR Policy execution** |  | **Performance Management** |  | **General Administration** |

**ORGANISATIONAL SCAN**

**Deputy Manager - HR at Endeavor Careers Pvt. Ltd. & Kensium Solutions Dec ‘16–Till date**

Endeavor Careers is India's Premier Training Institute with presence in multiple cities across India. Co-founded by alumni of some of the top B-Schools in the country including IIM-A, IIM-L, S.P Jain to just name a few. With the core business of "Test Preparation"​ for competitive exams like CAT, CMAT, MAH-CET, GRE, GMAT, CLAT and BBA; students at Endeavor are exposed to the company's in-house copyright material and state-of-art facilities to be most competent in these exams. Regular mentoring from dedicated faculty members ensures students stay focused and motivated through-out the intense preparation module.

Kensium is a full-service eCommerce solutions provider specializing in designing, developing, and integrating Magento websites. A Magento Enterprise Partner, it uses the latest insights to tailor the web store for increased conversion rates and likelihood of repeat customers. It also offers implementation, integration, and customization services for Acumatica ERP and Acumatica Commerce Edition, a complete eCommerce package for merchants looking to build a new Magento website.

**Responsibilities:**

* Coordinating Recruitment & Selection process.
* Handling a team of 3 recruiters
* Managing the complete recruitment cycle for sourcing the best talent.
* Ensuring smooth induction/orientation of candidates through proper interface with new joiners.
* Handled Resource Management function (Resource Utilization/ Resource allocation)
* Updating the Manning files in regards of joiners, leavers& salary changes etc.
* Handling the payrolls of all employees without any escalation.
* Preparing various HR reports like manpower report, headcount reports, and others.
* Counter queries/issues of On Roll and Off Rolls employees spontaneously.
* Managing the entire outsourced workforce in various departments.
* Ensure high level of services/comfort to the employees by handling & solving their issues related to joining, leave management system, payroll issues.
* Grievance Handling and discipline-Negotiating with the employees, listening and solving the employees problems.
* Disciplinary actions for any misconduct & absenteeism.
* Ensures that performance discussions are documented and implemented accordingly.
* **Talent Acquisition:-**  
  - Manpower Planning, Budget & Cost, Lead Time, Process Improvement.  
  - Leading & Mentoring teams of recruiters for hiring at different level.  
  - Stake Holder Management.  
  - Hiring drives at PAN India locations for bulk hiring

- Social Medial strategies for employer branding.  
- Managing recruitment consultants/agencies.  
- Pre joining Candidate engagement activities.  
- Reference checks.  
**• HR Operations: -**   
- Background Verification Process.  
- Compensation designing, Payroll Management, HR Policies, Holidays & Leaves.  
- Joining formalities & End to end documentation.  
- Statutory Compliances (PF, ESIC, etc).  
- Medical & Insurance Benefits.   
**• Business HR:-**  
- Employee Engagement Activities (R&R, Festival Celebration, Team building activities, Events & Functions)  
- On boarding, Induction & Orientation, PMS, PIP, Exit Formalities.  
- Grievance handling & Attrition Management.  
- Stake Holder Management

**Notable Attainments:**

* Achieved lowest offer declines with lowest terminations due to background verification
* Revamped the new hire feedback sessions – “First Impressions”
* Was exceptionally appreciated for hiring the highest manpower with the lowest budget

**HR Manager at EDatamine Services Feb ’16 – Dec ’16**

**Responsibilities:**

* Act as the face of HR for the company
* Responsible for senior level decision making and both day to day management and strategic direction of the organisation
* Conduct training needs analysis and designs and implement a training plan with input from business heads. Manage costs to budget.
* Ensure all staff receive appraisals in accordance with company policy and monitor probationary periods
* Co-ordinate recruitment throughout the company through management of a recruitment team/HR team. Build relationships with recruiters, draft briefs, set up interviews where necessary. Interview senior hires when necessary
* Deal with any performance or grievance issues in a legally compliant and professional way
* Ensure all policies and procedures are up to date and legally compliant.
* Provide day to day advice to line managers on all human resource issues: management of staff, remuneration, etc.
* Review all staff salaries and make recommendations for pay rises in consultation with dept heads. Implement any increases and promotions.
* Ensure payroll is completed accurately and to deadline

**HR Generalist at Action Edge Knowledge Services Feb ’14 – Jan ’16**

ActionEdge, is incorporated with a motive to create a modern age market research services company. The company encompasses group of people from the industry with varied experiences and skills. Our motto is to provide cost effective solutions with unquestionable integrity. ActionEdge is mainly into Primary research and we conduct telephonic interviews / surveys with the Management level people across the globe.

**Responsibilities:**

* Arranging for advertising of job vacancies, interviewing and testing of applicants, and selection of staff
* Inform potential applicants about facilities, operations, benefits, and job or career opportunities in organizations.
* Maintaining personnel records and associated human resource information systems
* Arranging the induction of staff and providing information on conditions of service, salaries and promotional opportunities
* Receiving and recording job vacancy information from employers such as details about job description, wages and conditions of employment
* Developing human resources solutions by collecting and analyzing information; recommending courses of action.
* Undertaking negotiations on terms and conditions of employment, and examining and resolving disputes and grievances
* Conducting exit interviews of the employees & make sure their full final settlement implemented
* Handling the overall HR department
* Protecting organization's value by keeping information confidential

**Notable Attainments:**

* Steered initiatives towards recruitment drives such as Job Fairs, Campus Placements & Walk-ins
* Successful in recruiting the largest training batch – For B2B market research campaign
* Pivotal in developing an in-house employee survey forms that were held every quarter

**Assistant Manager – Client Relations, Neesa Group of Companies**

**Nov’13- Feb’14**

Neesa Group is one of the fastest growing business conglomerates with assets & management ownership of more than 20 billion while having an employee base of more than 3000, businesses spread across horizons to cater to varying needs of ever growing service demand. Neesa Group has created world-class businesses in Hospitality, Education, Agritech, Information Technology, Infrastructure and Food Processing.

**Responsibilities:**

* Prepare/Review the Customer Care SOPs & helping in laying down effective methods of Complaints
* Communicate courteously with customers over emails, letters, telephone, face to face
* Effectively engaged with the clients & business for timely complaint handling & their resolution
* Maintained accurate records of Interaction/Correspondence with the clients & the respective business
* Pro-actively share customer’s suggestion/feedback to bring about possible improvement to the Customer Service
* Maintaining & sending timely updated reports to the team leads
* Handling team of 8 executives & 1 Team Lead.
* Preparing MTD & YTD reports & present it to the HOD
* Also handling CRD (Customer Relationship Development) queries
* Primary focus on solving customer’s/guest’s complaints/grievance & retaining them

**Executive – CCB Operations**

**Vodafone India Services Private Limited Aug ‘10 – Oct ‘11**

Vodafone Group plc is a global telecommunications company headquartered in London, United Kingdom. It is the world's largest mobile telecommunications company measured by revenues. It operates networks in over 30 countries and has partner networks in over 40 additional countries.

**Responsibilities:**

* With the help of comprehensive e-CRM solution, I integrate communication features & port-in phone numbers into Vodafone.
* Extensive & un-paralleled customer services via email/phone &on-floor support to colleagues.
* Updating Price plans, Username, Allocation codes, Feature updates of bulk CTNs through e-CRM solutions
* In a short term, was identified as key member of the team & trained as a **Super-User** who is responsible for fetching, routing, and categorizing work to other team members.
* **Trained & supervised** crew of new joiners
* Implementing Action plan for low performers
* Consistently **achieving** business all KPIs
* Designed excel training to subordinates to help them work on their day-to-day data more swiftly & efficiently
* Prepared a **Do’s and Don’ts** for advisors to help them understand their Key Performance Areas.
* Have developed a guide to facilitate the process which also helped the new joiners to understand the process.
* Was also part of the **Quality Check team**. Basic profile included auditing 100% transactions for the team, flashing report, making necessary changes in the system after auditing so that there’s no customer impact whatsoever.
* Taken active part in Company’s weekly/monthly/quarterly events

**Process Specialist Motif India InfoTech Jan ‘06 – Aug ’10**

Motif InfoTech Pvt. Ltd. is an ISO Certified Company with their Head Quarter based in USA with delivery center in 3 other countries. They provide solutions to fortune 500 companies.

**Responsibilities:**

**Customer Support Representative** (CSR) **– June 2006-June 2008**

**Process Specialist -** In June 2008, I was promoted to Process Specialist. I focus upon the following areas:

* As a Process Specialist, I ensured that every CSR understands the product and **client expectations**
* **Effectively** coordinating with the clients and leadership team, to ensure that we are on the same page
* Helping the trainers in developing the training modules and updating the Training documents
* With the help of integrated e-mail management systems, as a Customer Care Representative my profile comprises of answering customer’s billing-account related emails promptly and efficiently.
* Based on the performance and leadership skills I was given an opportunity to coordinate between the leadership team and agents following up on several issues.
* Taking care of employee orientation, operations training, and maintaining their data.
* Agent Roistering & Manpower Management
* Implementing Action plan for low performers
* Have also **helped HR** while conducting **interviews during recruitment**
* Apart from regular profile, I have been an active participant in various extra-curricular activities like games, charity events, team gathering and annual day events.

**EDUCATION:**

Bachelor of Commerce, Major: Accountancy, Gujarat University, 2006

Master of Business Administration: HR & Marketing, National Education Management, 2008

**SKILLS:**

Advanced knowledge of Microsoft Office & its various applications.

Internet Savvy – can navigate easily.

Team Management, Recruiting, Payroll Management, Induction, Training, Market Research, Team Building.

**Marital Status:** Married

**DOB:** 21st December, 1985

**Nationality:** Indian

**Languages known:** English, Hindi and Gujarati

**Assets:**

* Expert level skills with the Internet; skills with MS Word and Excel
* Good communication skills, written and spoken. Well versed in American & British English accent
* Creative, honest and sincere

**References:**

As per your Request