



# SIMA YADAV

## HUMAN RESOURCES OFFICER

### CONTACT

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### SKILLS

- Communication Skill
- Problem Solving
- Teamwork
- Time Management
- Attention to Detail
- Onboarding
- Offboarding
- Critical Thinking
- Training
- Payroll
- Recruiting
- Record Maintenance
- Performance Appraisal

### LANGUAGES

- English (Fluent)
- Nepali (Fluent)
- Hindi (Fluent)
- Maithili (Fluent)

### SOFTWARE SKILL

- Microsoft Office Suite
- HRIS Proficiency
- SPSS
- SmartPLS
- HTML
- CSS
- Adobe Photoshop
- Canva
- Microsoft Teams
- Linkus
- Zoom
- Elementix Media



### PROFILE

Motivated and detail-oriented HR professional with over 6 months of experience in recruitment, onboarding, and employee support, combined with 2 years of expertise in customer service. Skilled in building strong professional relationships, managing administrative processes, and ensuring a positive employee and client experience. Known for adaptability, problem-solving, handling staff concerns with empathy to foster a positive and collaborative workplace culture and delivering results in fast-paced environments. Eager to contribute to organizational growth through effective HR practices and people-focused solutions.



### WORK EXPERIENCE

#### Greenhill Education Group Pty Ltd (Australia )

HR & Admin Officer (Remote - Nepal) April 2025 – October 2025

- Provide HR and administrative support across multiple institutes under Greenhill, including RGIT Australia, Ultimate Institute of Australia (UIA), and Evolve Education and Migration (Australia & Nepal).
- Led the implementation of HR policies aligned with business objectives, culture, and industry standards, fostering a positive and inclusive workplace.
- Designed and executed a performance review process based on Key Performance Indicators (KPIs) and Key Result Areas (KRAs).
- Streamlined the entire recruitment process, reducing time-to-hire by 20%, through enhanced job descriptions, postings, candidate screening, interviewing, onboarding and induction sessions.
- Helped new staff by providing them required resources, set-up their workstation and supported to login into the system.
- Updated the employee handbook to reflect current legal requirements and company values.
- Collaborated with senior management to align HR strategies with long-term business goals.
- Benchmarked HR practices against industry standards, ensuring Greenhill remains competitive.
- Implemented performance improvement plans (PIPs) for underperforming staff, resulting in a 15% increase in overall productivity.
- Prepared contracts, sponsorship letters, warning letters, variation letters and onboarding materials for staffs, applicants and clients.
- Maintained accurate records of applicants, staffs, and clients.
- Communicated and coordinated with national and international client for 407,482 and 500 visa.
- Conducted training for staffs.
- Handled conflicts that arises between staff members.
- Maintained accurate leave records of staffs.
- Manage office supplies, vendor coordination, and facility maintenance to ensure a well-functioning workspace.
- Conducted refreshment party for the refreshment of the staffs.

#### E. Vidhya Pvt. Ltd.

March, 2023 - May, 2023

Human Resource Intern

- Assisted in end-to-end recruitment processes, from drafting job postings to coordinating interviews and following up with candidates.
- Supported the onboarding of new employees by preparing orientation materials and coordinating induction sessions.
- Maintained and updated employee records, including personal information, attendance, and leave records.
- Conducted employee feedback sessions to gather insights on workplace satisfaction and identify areas for improvement.
- Prepared HR documents like job descriptions.
- Contributed creative ideas and organized fun activities, such as games, for a New Year party to boost employee engagement.

# SHORT COURSE

- SHRM Senior Certified Professional (SHRM-SCP) | 2025 - UDEMAY

## Foodie Woodie Pvt. Ltd.

July 2019 – June 2021

Customer Service Representative

- Provided excellent customer service, addressing inquiries and resolving complaints promptly to ensure customer satisfaction.
- Assisted customers with placing, modifying, or canceling food delivery orders through both phone call and online platforms, and updating records promptly to maintain accuracy.
- Maintained a clean and organized service area, contributing to a positive customer experience.
- Collaborated with kitchen and delivery teams to ensure orders met quality and time standards.
- Monitored inventory of supplies and informed management when stock needed replenishment.
- Maintained up-to-date records of delivery staff and stocks.
- Collaborated with delivery personnel to resolve real-time challenges and ensure customer satisfaction
- Developed effective communication skills by interacting with diverse customers and team members daily.

## Online Saathi Pvt. Ltd.

Feb 2021 – May 2021

Intern Web Developer

- Acquired practical experience in web development using HTML and CSS, translating web design UI/UX concepts into visually appealing and functional websites. Collaborated closely with a team of professionals to ensure timely project completion while consistently delivering high-quality work.

# EDUCATION

## Master of Business Administration

2021 - 2024

School of Management | Tribhuvan University

**GPA:** 3.56 / 4.0

## Bachelor of Information Management

2016 - 2020

Nepal Commerce Campus | Tribhuvan University

**GPA:** 2.99 / 4.0

# REFERENCE

Available Upon Request