



# Nishchay Anand

**Date of birth:** 18/09/2000 | **Nationality:** Indian | **Sex:** Male | **Phone:** (+91) 9560087839 (Mobile) | **Email:** [anand.nishchay00@gmail.com](mailto:anand.nishchay00@gmail.com)

## ● ABOUT MYSELF

A highly motivated person and always ready to learn new skills and technology. A highly motivated HR and administrative professional with over two years of experience in HR Management, Training & Development, and Administration. Proficient in talent acquisition, employee relations, and data management. Strong problem-solving, communication, and decision-making skills. Experienced in handling customer queries and providing technical support. Adept at organizing events, managing travel arrangements, and scheduling meetings.

## ● DIGITAL SKILLS

HR Talent Management | Sourcing Candidates | Human Resource Report Management | GeM | Microsoft Office | HRMS tools | Phone, email and chat communication skills | Data Management

## ● ORGANISATIONAL SKILLS

### Human Resource Professional

- Human resource management
- Administrative support
- Corporate travel management
- Calendar management
- Presentation skills
- Negotiation skills
- Event coordination
- Positive attitude
- Good communication and interpersonal skills
- Committed to delivering a high level of customer service, both internally and externally
- Flexibility to respond to a range of different work situations
- Ability to work under pressure
- Problem solving
- Employee relations
- Presentation skills
- Training and development
- Good listener & good communicator
- Organizational professional skills

## ● WORK EXPERIENCE

05/07/2024 – CURRENT New Delhi, India

### SR. EXECUTIVE HR OPERATIONS SILVER TOUCH TECHNOLOGIES LIMITED

1. **\*\*Strategic HR Operations Management\*\*:** Oversee and align HR operations to support the smooth execution of critical government projects, especially those related to NICSI, NIC, and ministries, ensuring compliance with strict governmental protocols and policies.
2. **\*\*Team Leadership and Management\*\*:** Lead and manage the HR operations team for Delhi NCR, ensuring smooth execution of HR functions, including payroll, compliance, employee engagement, and performance management.
3. **\*\*Policy Implementation and Compliance\*\*:** Develop and implement HR policies that align with organizational objectives.
4. **\*\*Process Optimization\*\*:** Continuously evaluate and optimize HR processes such as onboarding, employee record management, leave and attendance tracking, and HRIS (Human Resource Information System) integration for efficiency and accuracy.
5. **\*\*Talent Acquisition and Management\*\*:** Ensuring the selected talents do have a smooth joining process completed while working closely with department heads and the recruitment team.

6. **Employee Relations and Engagement**: Foster a positive workplace culture by addressing employee concerns, organizing engagement activities, and implementing strategies to boost employee morale and retention.

7. **Strategic HR Initiatives**: Collaborate with senior management to design and implement strategic HR initiatives, such as succession planning, workforce planning, and development programs.

8. **Data-Driven Decision Making**: Use HR analytics to provide insights and reports to senior leadership, aiding in decision-making on workforce trends, employee satisfaction, and organizations growth.

9. **Client Management**: Handle relationships with external ministry clients to ensure smooth functioning for HR-related queries, ensuring quality and cost-effectiveness in terms of gatherings or events.

10. **Crisis Management**: Develop and implement crisis management strategies to handle HR-related issues such as compliance for smooth HR functioning, and large-scale employee issues and queries.

11. **Project HR Support**: Provide HR support for large-scale governmental social media projects, ensuring team coordination, employee queries, and high productivity for the successful completion of critical government assignments.

12. **Conflict Resolution and Employee Relations**: Manage complex employee relations issues occurring mostly with salaries within teams working on government projects, including social media and many more working for ministries, ensuring swift resolution of disputes to maintain operational continuity.

13. **Risk Management**: Identify and mitigate HR-related risks like timely salary processing, salary deductions, etc, particularly in projects dealing with sensitive government departments, ensuring the highest levels of confidentiality and operational security in handling government assignments.

**Business or Sector** Information and communication | **Department** Software | **Email** [hrcares@silvertouch.com](mailto:hrcares@silvertouch.com) |

**Website** <https://www.silvertouch.com/>

02/05/2022 – 11/04/2024 Gurugram, India

**HUMAN RESOURCE LOGIX ITS INDIA LLP**

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**1. Administrative Coordinator:**

- a. **Admin support**: Provide administrative and operational support to teams, including Scheduling meetings, Organizing events, and Travel management.
- b. **Calendar & meeting management**: Scheduling, coordination and managing meetings with Canada and the India management team, and preparation of presentation required for the meetings.
- c. **Vendor management**:
  - i. managing multiple vendors required in day-to-day work for a smooth office operation in good and hygienic environment.
  - ii. Negotiations with the vendors as and when required
  - iii. Vendor PO handling, invoice handling, and managing other documents for all the vendors.
- d. **Social well-being activities**: Organizing birthdays and anniversaries for employee engagement, organizing social and traditional events, organizing team lunch/high tea for employee get together employee motivation.
- e. **Finance/accounting**: Manage customer service orders and accounting tasks, maintaining a systematic and organized approach, managing employee reimbursements.

**2. Human Resource:**

- a. **Talent Acquisition/Recruiter**: Handling end to end recruitment process which includes, Talent hunting from multiple job portals, Resume screening, telephonic rounds, online or face to face rounds.
- b. **Training & Development**:
  - i. Conducted and managed multiple training programs which helped many of my colleagues and seniors in learning and developing new skills.
    - 1. Like, (Trained many of my technical site team many new features of outlook, excel, and many new digital skills.
  - ii. Introduced a new HRMS software and executed it by training all the employees including my senior managers and my colleagues in each and every step by organizing some meetings and by creating some tutorials so that they all can excel in working of that software. This training made many changes in employees for their HR related work in my company.
- c. **Employee & Organization Record Management**:
  - i. Handling all employee's confidential data
  - ii. Company assets record
  - iii. Company expense
  - iv. Employee expenses
  - v. Employee onboarding and offboarding report management.

- d. **Policy Implementation:** Developing and implementing HR policies to support organization culture and work ethics.
- e. **HR Compliance:** Ensuring that the organization meets all internal HR policies requirements and to stay updated on new policy documentation to avoid any chaos and can meet and fulfill organizations ethics.
- f. **Leave management:** Employee leave record management, handling HRMS software, leave report handling for payroll.

### 3. Logistics:

- a. **International:** Managed all processes from dispatch to receiving, including custom clearance.
- b. **Domestic:** Handled all processes of dispatching shipments, including documentation to freight.

**Business or Sector** Manufacturing | **Department** Speed monitoring signs and Speed monitoring cameras |

**Email** [rkamiya@logixits.in](mailto:rkamiya@logixits.in) | **Website** <https://trafficlogix.in/>

05/2020 – 05/2022 Remote, India

## HUMAN RESOURCES WOMENITE NGO

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1. Recruitment of new candidates: From step 1 to final hiring and signing of offer letter.
2. Policy Implementation: Developing and implementing HR policies to support organisation culture and work ethics.
3. HR Compliance: Ensuring that the organization meets all HR legal requirements and documentation to stay updated on standards to avoid risks to organizations ethics.
4. Employee record management: Employee onboarding and offboarding report management

**Department** Human Resource

12/2020 – 03/2021 NEW DELHI, India

## INDUSTRIAL TRAINEE THE LALIT NEW DELHI

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1. Front Office:
  - a. Attending guest queries and complaints from the operator room.
  - b. Filling up of Arrival & Departure register.
  - c. Maintaining guest records.
  - d. Handling customer complaints.
  - e. Managing travel plans of guests on request.
2. Food production: Assisting the chef.
3. F&B Service: Handling guests 24/7, Handling the back area 24/7, and setting up banquets during functions.
4. Housekeeping: Floor cleaning, Room cleaning, Delivering amenities to the guests.

## EDUCATION AND TRAINING

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01/08/2022 – CURRENT

## MASTERS OF BUSINESS ADMINISTRATION Narsee Monjee Institute of Management Studies

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07/2019 – 04/2022 India

## BACHELORS OF SCIENCE The Lalit Suri Hospitality School

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**Field of study** Hotel and Hospitality Administration | **Final grade** 75%

09/2019 – 06/2022

## CERTIFICATION COURSE Indra Gandhi National Open University

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**Field of study** Travel and Tourism

## LANGUAGE SKILLS

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Mother tongue(s): **HINDI**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
<b>ENGLISH</b>	C1	C1	C1	C1	C1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user

## ● **HOBBIES AND INTERESTS**

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### **Extra Activities**

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1. Playing badminton
2. Photography
3. Football
4. Gymming
5. Listening to music

## ● **VOLUNTEERING**

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05/2021 – 11/2022

### **Fund Raiser and Event Organizer**

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I was the part of Covid19 task force.

in Fund Raising department where i have raised an amount of 3500 for the needy people during the pandemic and, Received LOR from the founder of the NGO.

I was also part of Event Management team wherein I have handled many successful virtual events during the pandemic some of them are:

1. Painting competition
2. Open Mic event: Shabdon Ka Safarnama
3. International Yoga Day
4. Menstrual Hygiene Day
5. Fun time with Senior citizens

09/2019 – 03/2020 Remote

### **Task Force Manager**

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Helping needy people during pandemic like food distribution, quilts distribution and many more.

03/2020 – 01/2021 Hybrid

### **Covid19 Task Force**

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Fund raising for the needful people during covid pandemic

I myself raised 5k in organization for charity

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*Dear Hiring Manager, I am excited to apply for the position at your company. With extensive experience in Administartion Human Resource Management, and Training & Development, I am confident in my ability to contribute effectively to your team. Joining your esteemed organization is a dream for me, and I am passionate about bringing my skills and enthusiasm to contribute to its success. I would greatly appreciate your consideration of my candidacy for this role. Sincerely, Nishchay Anand*