

KUNAL CHANDRA

Recruitment/HR Co-ordination/Operations II Client Handling II TAT/SLA
Maintenance II Team Management II Tools Access II Reporting

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Professional Synopsis

- A decade+ of diverse experience in managing different functions of various sectors like Operations, Team Management, Recruitment/HR Operations and Co-ordination.
- Passionate about Recruitment/HR Co-ordination/Operations team management, maintain SLAs, process improvement initiatives.
- Well-rounded experience working closely with Country head, Line Heads, SDMs, SSMs etc.

HCL Technologies

Project Manager (January 2021 – Till Date)

- Working with HCL for DWP (Digital Workplace) Fulfillment Team for Bangalore location.
- I handle 3 accounts where I am a bridge between the Delivery & TAG team.
- I work closely with the delivery team on all important steps & phases for each account like important dates (RKT/Parallel Run/Go Live), Deal signing, Deal walk-through, PRF raising, Sourcing, Screening, Interview Scheduling, Documents collection, Offer Release & Onboarding.
- I keep myself updated with the hiring progress and keep a keen check on the responsible TAG Spoc.
- I help my team by sourcing for several demands if required.
- I just maintain SLA & make sure the sourcing, screening, interview scheduling onboarding, offer release, etc... is done by the deadline of the project.

HirePro Consulting

Co-Ordinator (February 2021 – November 2021)

- My role was to bridge the gap between L1 & L2 Team regarding assessment & interview queries.
- I worked as a support for the L2 team and making their work easier in terms of queries coming from the L1 team.
- I was responsible to take care of Queries for several clients and resolve it.
- I was a part of the technical team working on the Chabot for Accenture, which has drastically decreased the queries load on the L1 & L2 team.
- I re-review(videos) the assessments for all the tests and report the Suspicious candidates.
- As my daily task I have to take care for the assignments of tasks to the team, interview scheduling, co-ordination between panel & candidate, arranging team meetings, training & buddy-up for the new joiners and involved in maintenance & updating of the FAQ's for the process & queries.
- I have managed test & interview massive events of 10K to 2 Lac candidates.

Wenger & Watson

Consultant (October 2019 - January 2021)

- Responsible for the complete recruitment operation & co-ordination for various clients.
- Bridge between the candidate & client for salary discussion, Offer release, document submission & other co-ordination activities.
- Stakeholder management was the main responsibility, being at the front end I use to interact with clients to understand their exact requirement and make sure I work with my team deliver it on time.
- Getting in touch with the panel for scheduling the interview for face to face, Zoom Call & Telephonic rounds.
- Helped my backend team to work on the requirements and get the candidates from portals like

jobsites (LinkedIn, Monster and Naukri), goggle survey, IIM job postings, mass mailing, Insta hire, job postings and converted references.

- Screen the profiles sourced by the team by speaking to the candidates regarding the job- details, relocations if required, their experience & salary.
- Scheduling interviews (both telephonic and in-person) and following-up on each submitted candidate until the candidate is accepted / rejected.
- Responsible for daily, weekly and monthly reporting on the points like status of open demands, weekly submissions, interviews, etc. Help the team with their queries and doubts.
- Follow up the candidates.

TechPro HR Services

Sr. Recruiting Specialist (May 2018 – May 2019)

- Responsible for the complete Recruitment operation & co-ordination for various clients.
- Interact with client to understand their exact requirement.
- Helping my team on the requirements and get the appropriate candidates from portals like jobsites (LinkedIn, Monster and Naukri), job-postings, converted references etc.
- Screened the profiles sourced by the team by speaking to the candidates regarding the job-details, relocations if required, their experience & salary.
- Scheduling interviews (both telephonic and in-person) and following-up on each submitted candidate until the candidate is accepted / rejected.
- I bridged gap between the candidate & client for salary discussion, Offer release, document submission & other co-ordination activities.
- Responsible for daily, weekly, and monthly reporting on the points like status of open demands, weekly submissions, interviews, etc. Helped the team with their queries and doubts.
- Follow up the candidates until they joined.
- I was also supporting my lead in Business development and attracting new clients to expand our business.

HirePro Consulting

Consultant (August 2016 – April 2018)

- Supported Accenture as my client took care of their specific recruitment operation like (screening, interview scheduling, POFU – Post Offer Follow Up and KYC {document verification})
- I worked for all the different teams as per the team's requirements & load.
- I was responsible for handling high priority projects and make sure the requirements of clients are met. This also helped in minimizing the escalations on SLA's. I closely kept a track of TAT/SLA for each case allocated.
- Responsible to ensure that there was a smaller number of re-works from client reports.
- I was responsible for Client queries and Candidate queries at the same time.
- I bridged gap between the candidate & client for salary discussion, Offer release, document submission & other co-ordination activities.
- I handled different tasks like allocating the task to the team, meeting the daily targets, maintaining daily trackers, sending different reports to the client.
- I was also involved into training, mentoring and buddy up of new joiners. Helping in their queries and problems.

HCL Technologies

Specialist (April 4th, 2011 – July 22nd, 2016)

- I worked as a Specialist in HCL for 5 years and 3 months.
- I was also handling the DB internal & external employees who needed support in ID creation and deletion of required products like Reuters, Bloomberg etc. contacting the vendor of that region. Maintaining many excel files, sending and maintaining reports on daily basis.
- Handled team queries, trainings, mentoring and buddy up, of new joiners and helping them to learn the process.
- Helping new joiners get access on all the IDs and access required for HCL like (HCL mailbox, HCL

portal for [HCL transport, leave application, Appraisals, IJP, HCL connect, etc..]). Supported Deutsche Bank employees by processing their request of ID addition, deletion, modification, etc. within the set SLA.

- My primary responsibility was to look after user's access maintenance which includes user account creations, modifications, deletions and configuration for different software products, web-based products & hardware products.
- Migration of user accounts and mailboxes within the domain and across domains.
- Prepare Daily/Weekly and Monthly change reports for applications where users were setup.
- Perform UAT (User Access Testing) on applications as per the business requirements.
- Perform activities such as user recertification, HR Terminations related modifications on Active Directory and other related applications.
- Creating KOPs for on-boarding Applications.
- Responsible for account handling, inquires, requests of business customers related to the services provided which includes timely access of the products required.
- Building and maintaining healthy business relations with major clientele, ensuring maximum customer satisfaction by achieving delivery & quality norms.
- Training, mentoring and buddy up of new joiners and help them in queries and problems. Performed daily tasks like maintained and assigned project works, assigned daily tickets, maintained MOM, maintained SLA for all the tasks assigned and prepared documents for all the new products introduced.

HTMT GLOBAL SOLUTIONS(Bangalore)

CPE (Claim Processing Executive) (April2007-June2008)

- Worked with Fresno Team in ACAS Process for 14 months
- Roles and Responsibilities
- Received Health insurance claims.
- Analyzed the claims and processed it for the cheque payments.
- TAT with accuracy.
- Received the queries of the Providers (Doctors) about the claim.
- Resolved their queries by checking the claims.

Educational Qualification

Bachelor of Commerce (B.COM) from Allahabad University. (2005) (Allahabad)

Intermediate from K.P. Inter Collage. (2001) (Allahabad)

High School from N.U.V.M Inter Collage. (1999) (Varanasi)

Personal Particulars

Date of Birth: 24th August 1984

Marital Status: Married

Languages: Hindi, English

Permanent/Local Address: C-004, MJ Lifestyle Avershine, Rayasandra Road, Bangalore, Karnataka – 560099