CHARU GUPTA

2456 Lagoon way (408)-709-1199

San Jose, CA 95132 [mcpcheenu@gmail.com](mailto:mcpcheenu@gmail.com)

Permanent Resident (Green Card Holder)

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| * Software Management * IT Training and Coaching * Quality driven Communication | * Software Testing * Employee Management and Support * Detail- Oriented | * Client Relations Management * Proposals , quotes & Invoicing * Creative problem solver |

Dynamic and performance-driven professional with strong organizational, employee management, customer service and communication skills. Multi-disciplinary experience with emphasis in Managing Projects, technology training, scheduling, work allocation and client communication activities.

## WORK EXPERIENCE *8+ years*

**HR Generalist**

*Credible Management & Consultants May 2009- July 2013*

*CMC provides consultancy services for various industries - software development, road construction, accounting and finance.*

* Handled compensation and benefits, training and development and employee relations
* Created & maintained employee records
* Assisted managers in successfully conducting performance appraisals
* Conducted job-analysis, created job descriptions and assisted in recruitment of personnel for technical and non-technical positions
* Scheduled interviews, short-listed candidates, conducted interviews for screening potential employees and conducted reference checks
* Performed Compensation Analysis and assisted Management in all staffing needs.
* Supervised the development of Technical Coaching Institute Software.

**Project Manager**

*RMASoft (A Division of RMA Management Consultants), India May 2007-April 2009*

* Responsible for coordination and management of Website development Projects
* Overlooking all phases of development and Testing
* Providing deliverables to the client and getting feedback for further improvement/enhancement to each website
* Liaison with International Clients at all phases of website development.

**Relocation Consultant**

*Safari Moving and Storage, San Jose, CA* *Jan.2006 – Nov.2006*

* Provided clients with information on company products and services, and assisted them through the decision making & booking process
* Captured all booking details in the system and provided administrative support

**Software Development Executive**

*Innovative Solutions System Inc., NJ Oct 2002 - Jan 2003*

* Provided Software Testing Support for various projects
* Mainly Manual, Black Box Testing

**Senior Faculty**

*WINTECH Computer Education, India* *Jan.2002 – Aug.2002*

* Conducted trainings in Advanced Java, JavaScript, and ASP
* Developed assessment programs, planned & conducted periodic assessments & evaluated student performance

**Senior Faculty**

*APTECH Computer Education* *Nov.1999 – Dec.2001*

* Coordinated student projects and trained students in Software languages including Visual J++, Java, C, HTML, MS- Office, and DBMS like FOXPRO, MS-Access
* Improved the training effectiveness by introducing real life project environment and increasing project based activities at every level

**Customer Care Executive**

*RAMA Advertising*  *April 1999 – Oct.1999*

* Provided full product knowledge to clients and conducted client follow ups
* Introduced customer conversion ratio, and performed analysis around the current process and its results on the basis of client categorization. This resulted in an improved effectiveness of the marketing operations through a more targeted, measured & informed approach
* Implemented process improvements for customer interactions and follow-ups, resulting in an efficient, effective & standardized process for all client follow ups

**Client Relations Representative**

*Aegis Financial Services*  *June 1998 – April 1999*

* Key responsibilities included understanding client needs and coordinating Loan applications with the Loan Approval department
* Redesigned the loan application form to make it more customer friendly
* Improved customer conversion rate and customer satisfaction by providing targeted services. Mapped the executive’s skills to the needs of the customer.

## EDUCATION

* Master’s in Business Administration *(Major: Marketing, Minor: Finance)*

Rajasthan University, India *June 1998*

* Bachelor’s with honors in Economic Administration and Financial Management

Rajasthan University, India *June 1996*

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## Professional trainings & certifications

* Honors Diploma in Systems Management from National Institute of Information Technology, India
* Microsoft Certified Professional for Microsoft NT Server & Workstation
* APTECH Certification in Visual J++

## System Experience:

* Operating System: MS-Dos, Unix, Windows 95/98/NT 4.0/XP
* Languages: COBOL, C, HTML, DHTML, JAVA and Visual J++, Visual Basic 4.0/5.0/6.0, ASP, VB Script and JavaScript
* Databases: ORACLE, MS-Access,SQL