



# SAUMYAA GUPTA

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Location: Pune

## PROFILE

Experienced HR Manager with a proven track record of successfully managing employee relations, training and development initiatives, collaborating closely with key stakeholders for invaluable learning and development, and streamlining HR processes.

## Looking for a HR & Operations Management role

## EDUCATION

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B Sc- IT – Sagar University, Madhya Pradesh – 2015 -63.94%

XII – Affiliated to ISC, Lucknow – 2010 – 68.25%

X - Affiliated to ICSE, Lucknow – 2008 – 64.80%

## WORK EXPERIENCE

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SYMB Technologies - Manager - HR, Operations & New Projects  
Dec'21 till Present

Skillpad - Growth Marketer - Dec'20 till Present

SYMB Technologies - Manager - Business Development  
Dec'20 till Nov'21

Meritroad Private Limited – Manager – Training and Corporate Sales  
Jul'19 till Aug'20

Aegis Private Limited – Trainer – Feb'18 to Jun'19

Aegis Private Limited – Customer Relationship Officer  
May'16 to Jan'18

## TECHNICAL SKILLS

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- Microsoft Office Suite
- Google Suite
- HRMS (HR Information Systems)
- ATS (Applicant Tracking Systems)
- Payroll Software
- Performance Management Tools
- Learning Management Systems (LMS)
- Employee Engagement Platforms
- Time and Attendance Systems
- HR Compliance Software
- HR Reporting Tools
- Document Management Systems (DMS)
- Social Media Recruitment Tools

## RESPONSIBILITIES

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- Spearheaded recruitment efforts, including sourcing, screening, and onboarding new talent.
- Provided leadership, mentoring, and guidance to foster a collaborative and high-performance work culture.
- Set the direction roadmap and supervised/validation of development processes.
- Conducted audits, reviewed processes, and ensured compliance with company policies.
- Collaborated with managers and business analysts to align development with organizational goals.
- Managed finance invoicing processes, ensuring accuracy and timeliness in billing and payment collection.
- Implemented and communicated company policies and procedures to ensure compliance.
- Actively participated as a member of the POSH committee, fostering a safe work environment.
- Developed and implemented performance management systems to enhance team performance.
- Oversaw payroll processes, ensuring accuracy and timeliness in salary payments and deductions.

## ACHIEVEMENTS & ACTIVITIES

- Promoted from Business Development Manager to HR Manager at SYMB Technologies, demonstrating exceptional performance and leadership capabilities.
- Successfully managed multiple entities within SYMB Technologies, showcasing adaptability and versatility in handling diverse responsibilities.
- Received recognition for outstanding contributions to employee relations, training, and development initiatives, leading to improved team performance and organizational growth.
- Played a pivotal role in streamlining HR processes and operations, contributing to increased efficiency and productivity across the organization.
- Winner of Monthly & Quarterly SAMAAN as Advisor by Aegis for the Performance
- Winner of Pan India Rank 1 in 2019 as Trainer by Aegis for the Performance

## WORK EXPERIENCE

Company	SYMB TECHNOLOGIES (Remote)
Title	Manager – HR, Operations & New Project
Role	As a Manager in HR, Operations, and New Projects at SYMB, I effectively handled a diverse array of responsibilities, ensuring smooth operations and driving organizational success.
Period	Dec 2020 till Present
Project	<a href="http://www.symbtechnologies.com">www.symbtechnologies.com</a>
<ul style="list-style-type: none"><li>- Recruitment: Spearheaded recruitment efforts, including sourcing, screening, and onboarding new talent to meet organizational needs.</li><li>- Labour Law Compliance: Ensured strict adherence to labor laws and regulations, maintaining compliance across all HR processes and practices.</li><li>- Policy Awareness: Implemented and communicated company policies and procedures, ensuring understanding and compliance among employees.</li><li>- POSH Member: Actively participated as a member of the Prevention of Sexual Harassment (POSH) committee, fostering a safe and respectful work environment.</li><li>- Client Invoicing Management: Managed client invoicing processes, ensuring accuracy and timeliness in billing and payment collection.</li><li>- Performance Management: Developed and implemented performance management systems, including goal setting, performance reviews, and coaching to enhance team performance.</li><li>- Leadership: Provided strong leadership and guidance to team members, fostering a collaborative and high-performance work culture.</li><li>- Payroll Management: Oversaw payroll processes, ensuring accuracy and timeliness in salary payments and deductions.</li><li>- Team Handling: Effectively managed and mentored teams, delegating tasks, providing feedback, and fostering professional development.</li></ul>	

Company	SYMB TECHNOLOGIES (Noida)
Title	Manager – Business Development
Role	Organizational Hiring, Training, Sales Performance, Team Management, B2B, Digital Marketing & Designing
Period	Dec 2020 till Nov 2021
Project	<b><a href="http://www.symbtechnologies.com">www.symbtechnologies.com</a></b>
<ul style="list-style-type: none"> <li>- Develop and manage client portfolios &amp; Understand the customer's business.</li> <li>- Provide the best web developers &amp; resources for the business development of our clients.</li> <li>- Sustain business growth and profitability by maximizing value</li> <li>- Define and communicate best practices throughout the organization.</li> </ul>	

Company	Skillpad (Noida)
Title	Growth Marketer
Role	Organizational Hiring, Training, Sales Performance, Team Management, Digital Marketing & Designing Management, B2B
Period	Dec 2020 till Present
Project	<b><a href="http://www.skillpad.com">www.skillpad.com</a></b>
<ul style="list-style-type: none"> <li>- Monitor and evaluate industry trends and customer drivers.</li> <li>- Develop and implement overarching outbound sales and business development strategy.</li> <li>- Managing Internal Business Operations &amp; Conduct Sales Meetings, Keep Track of Communication with Clients</li> <li>- Working with an awesome team to build sustainable growth engines for our organization.</li> </ul>	

Company	Meritroad Private Limited (Noida)
Title	Manager – Training and Corporate Sales
Role	Organizational Hiring, Training, Sales Performance, Team Management, B2B
Period	Jul 2019 till Aug 2020
Project	<b><a href="http://www.meritroad.com">www.meritroad.com</a></b>
<ul style="list-style-type: none"> <li>- Hiring and Training Sales Team</li> <li>- Creating Sales Pitches and Materials</li> <li>- Auditing, Reviewing &amp; Mentoring Sales Team</li> <li>- Work with Director of Sales on Marketing Plan</li> <li>- Conduct Sales Meetings &amp; Keep Track of Communication with Clients</li> </ul>	

Company	Aegis Private Limited (Lucknow)
Title	Trainer
Role	Organizational Hiring, Vodafone Product & Operation Training, Customer Handling & Skill Development Training
Period	Feb 2018 till Jun 2019
Project	<b>Vodafone</b>
<ul style="list-style-type: none"> <li>- Designing &amp; Delivering Effective Training Programs</li> <li>- Auditing, Tracking Performance &amp; Mentoring New Joinees</li> <li>- Throughput: Batch Handover count should be more than 90% to the operational team</li> <li>- Designing &amp; Delivering Customer Handling Skill and Development Training Programs</li> <li>- Meeting with the senior team for the development of the company</li> </ul>	

Company	Aegis Private Limited (Lucknow)
Title	Customer Relationship Officer
Role	Inbound Call Handling, Customer Handling
Period	May 2016 till Jan 2018
Project	<b>Vodafone DCCC Premium Process</b>
<ul style="list-style-type: none"> <li>- Handling Inbound Call Process</li> <li>- Providing Resolution to Customer Queries</li> <li>- Customer Experience Score should be above 90% (TNPS)</li> <li>- Call quality score should be more than 75%</li> <li>- Tracking Self Performance</li> </ul>	

#### PERSONAL DETAILS

Date of Birth: 27 June 1992  
 Sex: Female  
 Marital Status: Married  
 City of Residence: Pune  
 Country of Residence: INDIA  
 Nationality: INDIAN

I hereby declare that the details mentioned above are true to the best of my knowledge.

Date: 01 March'24  
 Place: Pune

Saumyaa Gupta