**Objective**: To join an organization that offers challenges and opportunity to grow. I strongly believe in continuous learning and will always strive to meet the goals and objectives set by the organization. Look forward to be an asset to any organization that gives me this opportunity.

Strength- Honesty and Diligence

Weakness- Selflessness and Empathy

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| **Total Work Experience: October 2009 to July 2020 ( ~10 Years)** |
| **Sopra Steria**  (August 2016 to July 2020)  This IT company is based in Paris, France. It has many offices across Europe and Asia. In India, the company has offices at three locations namely Noida, Pune and Chennai  The company was running a project for the Department of Work and Pension (DWP), a government body of United Kingdom. The client had outsourced its HR activities excluding recruitment to Sopra Steria. This project is handled partly/ jointly by SSCL U.K (Onshore) and by Sopra Steria (SSCL Offshore). I was part of the Shared Services Connected Limited (SSCL Offshore) team based in Noida.  **My Role as *Executive |* *Employee Services (Grade A)***   * Review and Update of Personnel/Administration Records: Includes service entries, performance review, career progression and retirement benefits * Periodic Updates to Financial Records: Pay fixation, pay hike and allowances pay outs for travel, medical, house rent and pension etc as per government rules.   **Achievement:** The Target set was always met and in most of the cases it was exceeded and my superiors were extremely happy about it. Considering my contribution to the project the responsibility of maintaining discipline and timely completion of time sheet was entrusted to me by the manager. Further I was nominated for a training program in U.K in connection with the up gradation of the project. But unfortunately this could not materialize due to Covid-19 pandemic    **Due to covid-19, our client has unfortunately taken a policy decision to discontinue the SSCL Offshore project by end of July and the firm was unable to retain the team.**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Dataflow**  (May 2013 to July 2016)  A background verification company based in Dubai with branches in Europe and Asia. It provides verification for applicants of medical profession applying for jobs in the Middle East. In addition, Immigration cases to New Zealand are also processed by the firm.  **My Role**  As associate, documents like personnel details, educational background, medical/employment history and health license details etc are verified and cross checked. Cases where documents are either missing or incomplete are sent back to the concerned parties through email for rectification. The final updated documents are sent to the concerned embassies and authorities e.g. Health authority of Abu Dhabi, Embassy of New Zealand etc.     1. **Achievement:** My contribution as a team member to the project was always appreciated by my superiors and my manager always encouraged me to keep it up.   **HCL Technologies**  (October 2009 to May 2012)  **Role: Customer Care Executive on the Macy’s Project** (Departmental store chain in the US)  **My Role:** As a Customer Care Executive, my duty was to verify correctness of the bills and make adjustments on customer loyalty programs where ever required. The claims had to be transferred to the client’s collection and credit department via email.  **Achievement:**  On all client satisfaction surveys, received 100% Customer Service scores. I have been awarded by HCL for my client service performance(s).  *Discontinued HCL job to pursue MBA.* |

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| **Academic Profile** | | |
| MBA (HR) | Sikkim Manipal University | 2013 |
| BBA (HR) | Apeejay School of Management affiliated to GNDU | 2009 |
| 12th (CBSE) | Mount Carmel School, Anand Niketan New-Delhi | 2005 |

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| **BBA**  Business Communication, Business Economics, Business Mathematics, Financial Accounting, Statistics, Business Laws and HR Management.  **MBA**  Compensation Benefits, Performance Management and Appraisal, Talent Management and Employee Retention, Change Management, Operational Research, Business Communication, Managerial Economics, Legal Aspects of Business. |

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| **Computer Skills** | |
| MS Office | Word, PowerPoint and Excel |
| SAVVION | Have excellent skill in using the computer software SAVVION and Oracle connected to my activities in dataflow and Sopra Steria respectively. |
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| **Extra-Curricular Activities / Training attended** | |
| Member of Toastmasters International Club, Dwarka Circle, New Delhi  Online Trainings and Certificates on Topics like Data Security and Email Writing | |