**Kiran Kumar.Singarapu**

**Email: leonkiranpisces@gmail.com**

**leonkiran\_pisces@yahoo.co.in**

**Contact: +91-994-884-1010**

**+91-966-617-8784**

**Total Experience : 17Years**

**Linkedin : Kiran Kumar Singarapu**

**Skype : leonkiran12**

**Summary**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Extensive experience in IT Enabled Services requirements in Handling Operations, Recruitment, Training, & Admin by designing dialing strategies in the functional areas of Banking, Telecom, Vocation, Pharmacy etc.. Experienced in Personality Development, Sales & Process Training.**

**Worked as a Freelancer for 2years supporting US and UK Clients, as they outsource their business to India and I take care of the complete Training which includes Personality Development, Communication, Sales and Process Training.**

**And also supported few companies who required business support, which includes recruiting man power, training and handling operations for few months as per their requirement.**

**Past Employment : Kellton Tech Solutions**

**Period: 1Year 4Months**

**Position: Manager Inside Sales and Talent Acquisition**

**Job Responsibilities** :

* IBM is the Business Unit which I am currently taking care and reporting directly to CEO and Vice President.
* Taking care of the end to end support for the clients in related to the IBM Sales, Services and Staff Augmenting.
* Proactively working and managing entire sales cycle with new and existing customers and clients in the areas of staffing project related services and managed services.
* USA IT Recruitment experience which included successfully implementing full life cycle with strong understanding of US IT recruiting benefits, compensation, employment types and Corp to Corp, W2, Corp-Hire, Full Time Employees in the areas of USA IT recruitment.
* Involved in Full Life Cycle in Recruitment for Trainers as my Responsibilities are Sourcing, Identifying, Screening, Formatting and placing personnel in quick turnaround time in contract and positions in the Information Technology industry throughout India and US.

**Past Employment:**

**Organization: Unique Soft Pro (INDIA) Pvt. Ltd**

**Period: 8Years**

**Position Holding: Manager Sales, Marketing, Talent Acquisition and Operations**

**Job Responsibilities:**

**Administrative Functions:**

* Worked with US customers with related in selling Software products and also involved in staff augmenting with related to offshore connected to IBM.
* Proactively worked and managed entire sales cycle with new and existing customers and clients in the areas of staffing project related services and manage services.
* Maintaining of Employees History Book, Employees Register Employees ID card.
* Implement all rules, procedures, directives, guidelines, etc as required under various statuses as prescribed by the management.
* Maintaining of office Printing and Stationary, Xerox, Transport & Travel arrangement. Office Housekeeping, Pest Control, Telephone, Fax, Couriers, & file maintenance.
* Canteen Bills Processing & Vendor Management.
* Monitoring the security work force and ensuring the security of the organization.
* Handling and coordinating with the office housekeeping staff and overlooking the work done by them.
* Keeping a complete track of the incoming and outgoing couriers like handling over the incoming couriers to concerned department and maintaining a record of outgoing couriers and keeping in touch with the concerned courier services (regarding intime and safe delivery).
* Organizing programs in coordination with external agencies.
* Independently monitoring the entire office administration.
* Set up travel arrangements, airline reservations,shuttle service and hotel accommodations.
* Coordinated meetings, events and conference calls including the hiring of catering services and arrangement of meeting space.

**Induction:**

* Preparing induction program and scheduling with different departments.
* Inducting new employee about organization hierarchical structure and various policies.
* Sending a brief note of employee to all the dignitaries through email.
* Introducing the newly joined employee to the existing staff.

**Operations& Training Functions**

* Building a high-performance organization.
* Establishing the standard of excellence sharing of best practices.
* Developing **strategic international partnerships** with all stakeholders and fostering a collaborative and positive team culture.
* **Establishing policies** that promote company culture and vision, one that is aligned with the local and regional standards.
* Preparing strategies, analyzing market trends and implementing business development strategies
* Working towards maximizing profit and minimizing cost while still providing excellent customer service.
* Developing and **implementing objectives, strategies and efficient sales forecasting systems.**
* Managing Teams.
* Responsible for overall results for the Client.
* Monitor & Evaluating the employees’ performance.
* Identifying training requirements plan and implement training activities.
* Ensure smooth running of the Shifts.
* Plan & Execute disciplinary actions where and when required.
* Identifying & Escalating HR issues, such as absenteeism, lateness etc.
* Designing dialing strategies.
* Identifying technical issues & Escalating to the concerned.
* Managing Quality by bringing awareness within the employees, according to standards and procedures set by the client.
* Analyzing the end of shift reports.
* Following up with the clients regarding Calling Lists.

**Past Employment:**

**Organization: Acro Info Solutions (P).Ltd**

**Period: 1Year 4 Months**

**Position Holding: Manager HR & Operations**

**Job Responsibilities:**

* Recruiting Man Power to the Company.
* To handle all the selection procedures (Salary Negotiations, reference check, offer and appointment letter) and joining formalities for suitable candidates.
* Client interaction & understanding the client's requirements.
* Interact weekly with team managers, team leaders regarding current hiring status, interviews, compensation packages and start dates.
* Identifying HR issues, such as absenteeism, lateness etc
* Training the Executives
* Managing Teams.
* Responsible for overall results for the Client.
* Monitor & Evaluating the employees’ performance.
* Identifying training requirement plans and implement training activities.
* Ensure smooth running of the Shift.
* Plan & Execute disciplinary actions where and when required.
* Designing dialing strategies.
* Identifying technical issues & Escalating to the concerned.
* Managing Quality by bringing awareness within the employees, according to standards and procedures set by the client.
* Analyzing the end of shift reports.
* Following up with the clients regarding Calling Lists.

**Past Employment:**

**Organization: Unitech Cyber Services Pvt Ltd**

**Period: 2 Years**

**Positions Held: Manager in Training, HR & Operations**

**While working with Unitech Cyber Services Pvt Ltd the company got a project in setting up a IT Service Center in Dhaka, Bangladesh and the name of the company is DPC ITC, I was sent to take care of the Recruitment, Training and handling Operations for a period of 6months.**

**Job Responsibilities:**

* Recruiting Man Power to the Company.
* Identifying & Escalating HR issues, such as absenteeism, lateness etc
* Training the Executives
* Managing Teams.
* Responsible for overall results for the Client.
* Monitor & Evaluating the employees’ performance.
* Identifying training requirements plan and implement training activities.
* Ensure smooth running of the Shifts.
* Plan & Execute disciplinary actions where and when required.
* Identifying & Escalating HR issues, such as absenteeism, lateness etc.
* Designing dialing strategies.
* Identifying technical issues & Escalating to the concerned.
* Managing Quality by bringing awareness within the employees, according to standards and procedures set by the client.
* Analyzing the end of shift reports.
* Following up with the clients regarding Calling Lists.

**Past Employment:**

**Organization: Acuserv Business Process PVT. Ltd.**

**Period: 3Years**

**Positions Held: Associate, Sr. Associate, Verifier, Group Leader and Team leader.**

**Job Responsibilities:**

* Generating Daily and Weekly Reports.
* Direct Interaction with Campaign Provider.
* Motivating the team to reach specified targets.
* Handled successfully a team of 45 agents without a Team Leader.
* Leads Management & other technical functionalities.
* Training the agents for the campaign.
* Dialed for many campaigns
* Consistent performer.

**Educational Qualifications:**

Bachelor of Sciences (M.P.C.) Passed in Second Division from Andhra University.

Intermediate (10+2) (MPC) Passed in First Division from Intermediate Board.

Secondary School Certification (SSC) Passed in First Division from Board of Secondary Education.

**Personal Details:**

**Full Name            :          Kiran Kumar Singarapu**

**Father’s Name        :        Prakasa Rao Singarapu**

**Date of Birth         :        12th June 1980**

**Email                 :         leonkiranpisces@gmail.com**

**leonkiran\_pisces@yahoo.co.in**

**Address :** **Flat No 204 Sri Kaustubha Nilayam,**

**Opp Endada Super Market**

**Vivekananda Nagar, Endada**

**Visakhapatnam- 530045**

**(S.KIRAN.KUMAR)**