

**Shraddha Srivastava**

**Lucknow, India**

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### ***Technical Expertise***

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Professional experience of more than 2+ years in IT Industry as Talent Acquisition (IT Recruiter) Data and Customer Support Analyst in Telecom, I aspire to work in a reputed organization in good environment where I can show my capabilities and earn appreciation for it and contribute to this prosperity through my hard work, managerial skills and practical knowledge gained so far during the job.

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### ***Skill Set***

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- Knowledge of M.S Office, M.S Word, M.S Excel, Power Point Presentation
- Having knowledge of CRM tools (SWIFT, SUMERU, Genesis)
- Experienced with Finacle Software
- Having knowledge of SQL DATABASE
- An effective communicator with good presentation and leadership skills.
- Ability to coordinate, motivate and lead a team in pre-determined order and achieve their objective.
- Ability to work well in both a team environment and individual environment.
- Ability to perform under pressure and stressful conditions.

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### ***Professional Experience***

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**September"10, 2021, to Till Date (Lucknow)**

**Tekshapers software solutions Pvt. Ltd.**

**Executive –Talent Acquisition (IT Recruiter)**

- Sourcing potential candidates on niche platforms like and Naukri, Monster.
- End to End Recruitment IT/Non IT
- Handling Domestic Recruitment Telecom 5g, 4g, 2g and Networking, BPO, Senior Manager, Developers( .Net, Java Developer, Java Fullstack Developer, AWS, UI Lead, QE Lead React.)related activities.
- Working experience with Ceipal Portal
- Parse specialized skills and qualifications to screen IT resumes.
- Have exposure towards coordinating with candidate throughout the hiring processes.
- Good exposure on scheduling interviews and following up with the candidate till their onboarding.

Dec'15, 2020 – July, 2021 (Noida)

Tech Mahindra    Project: **Government**

- Working in a W.com Process as a back office agent in Vodafone Idea.
- Kept customer account information current and inaccurate by preparing, completing and processing the forms and data base charges.
- Increased customer satisfaction through friendly and professional communication
- Troubleshoot and resolved issues with system.
- Working with CRM tools (SWIFT, SUMERU, Genesis)
- Working with BOT software.

### ***Trainings & Certifications***

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- Summer Internship at “HDFC” for 4 months as Consumer Behaviour (customer handling).
- Summer Internship at “AIRPORT AUTHORITY OF INDIA for 2 months (TDS) tax deduction at source.
- Complete proficiency in the SQL DATABASE at Swam Robotics OPC Pvt. Ltd.

### ***Affiliations***

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- Achieved “Best Recruiter” certificate in 2023.
- Received Rising Star of the Month.
- Got appreciation by Client for Best performance.
- French- Basic (Reading and Writing skill)
- Temple workshop brand architecture and design and dissecting web analytics
- Attended workshop by IBM COGNOS at Banasthali.
- Member at Entrepreneurship development cell.
- Alison Course Member of Medha Alumni

### ***Education***

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- Masters of Business Administration: Finance and Marketing Banasthali University CGPA :6.87 (2016-2018)
- PGDBM from Times Pro with the CGPA: 6.8 (2020)
- B.com (Hons) Lucknow University: 66% (2016)
- Intermediate Lucknow public School: 70% (2013)
- Matriculation Lucknow public School: 64% (2011)