

Nandhini Narendran

Mbl 95000 30388, dn.nandhini@gmail.com



I started my career as Junior Assistant in April '93. Initially all 5 organizations (Pondicherry Oxy-Acetylene Pvt. Ltd., Bhaarat Security Services, Metal Alco, Archit Builders Pvt. Ltd., Mangalam Marketing Co.) were Proprietorship owned companies, handling various roles like accounts, admin and office management.

My first break came in Jan '06 at DSM Soft (P) Ltd., A predominant GIS, CAD/CAM Company with global presence as Jr. Executive - Front Office & Guest Relations.

One year at DSM helped to identify my career path in HRM. I got an opportunity to work closely with HR department and took part in HR functions.

With this experience and knowledge the next leap I took was to join a leading staffing organization Ma Foi in Mar '07, which was later acquired by Randstad, head quartered in Netherlands.

Over 27 years of work experience in various domains like Accounts, HR and Sales. I am a dedicated and result oriented professional with strong work ethics.

Strong business acumen with the ability to conceive profitable and efficient solutions utilizing technology.

Liaison skills and proven capability of effective management including inter and intra departmental coordination, qualitative and quantitative supplies of operational issues.

My strengths are - attitude, approach, resilience and working towards solution.

Achievements

Received Outstanding Performance Awards towards service excellence, GP contribution, Business growth, Team management etc.

In 2016 awarded **CEO Club Member** for outstanding performance towards GP against target. Handled the Direct Sales team and created great impact in business by proven results. Had the privilege of receiving the award at Dubai.

In 2017 along with business I took up additional responsibility and designed the CRM tool for Staffing Business.

Received **Certificate of Excellence** several times towards my GP contribution, Business growth, Team management etc., as well as appreciations from our clients for my excellent operational skills, commitment and deliverables.

A decade in previous organisation

Randstad India Pvt Ltd. (Ma Foi Randstad) - Mar '07 to Jun '17

Company Activities -Recruitment/Job Consultancy offers a comprehensive range of services: Specialized HR Services

Associate HRD, 2007

Handled Onboarding and Exit process, Responsible for query management and resolving of contract staff. My performance created potential positive impact in business and resulted in creation of Centralized Helpdesk and De-centralized Employee Engagement Team (DET)

Asst Consultant, 2009

Handled employee lifecycle and exit formalities for clients, Invoice submission and collection of due within credit period from clients. Facilitated client audits and compliance inspection with the co-ordination of compliance team.

Consultant, 2011

Designed the operational process in order to handle customers with better quality which helped to create my style and yield best results, nurtured new and sensitive customers in order to streamline the process and improve the service quality.

Actively participated in the development and enhancement of intranet tool based on business requirement.

Asst Manager, 2013

Created alternative business plans to improve customer relationships, Researched business issues and goals to offer appropriate solutions, Consulting clients post sales for better experience and business solutions and provide ongoing support.

Actively participated in the New payroll and business tool development.

Branch Manager, 2014

Exhibited strong leadership qualities in handling team by motivating & coaching. Handled goal setting and performance review for team members, Derived process for effective client and employee management. Analyzing and improving the business to optimize efficiencies.

Associate Client Relationship Manager, 2015

Planning and execution of Annual budgeted GP targets, Preparing the Monthly reports and forecast plans of business, converted leads to prospects by promptly

responding to inquiries and requests from customers. Developed new process for effective client and employee management.

Client Relationship Manager – Staffing, 2016

Direct Sales, Negotiated prices, terms of sale and service agreements, Plan and maintain the cost-effective team with High GP/FTE rate, Identify the training needs and organizing sessions to team members related to CRM, Effectively promoted the MIP to improve the GP percentage, Acquired the low margin business from other locations and increased the Gross margin percentage through various cost-effective methods.

Additionally, involved in designing and testing of new in-house CRM tool which took care of end to end online process of Staffing business.

Current Organization

PersolKelly India Pvt Ltd. (Kelly Services India Pvt Ltd.) **Jun '17 to till date**

Company activities - Leading HR solutions companies in the APAC region providing holistic and integrated end-to-end HR solutions.

Manager - Operations (South Region - Tamil Nadu, Karnataka & Telangana)

Manage the temp staffing operation for region, Handling team with budgeted revenue target. Mentoring, goal setting and performance reviews. Holding volume, value and global customers in business.

Positively handling the region with an excellent client feedback, Improved the operation standards through various measures and process implementation, Achieved business targets through account mining and negotiation skills.

Education

- Certificate in Management of Human Resource - LIBA, Chennai
- Master of Business Administration (M.B.A HR) - University of Madras, Chennai
- Bachelor of Library & Information systems - B.L.I.S., - University of Madras, Chennai
- Bachelor of Arts - History - University of Madras, Chennai

Personal Detail

- Differently abled – Orthopaedic