

# Latika Kapoor

A passionate, result-oriented professional with experience of nearly 7 plus years in recruitment and team-handling with focus on achieving my goals smoothly. Servicing assignments with FMCGs, Telecom & Banking & Insurance Industries of high repute preferably in /around Delhi -NCR and Mumbai.

## Core Competencies Include:

Human Resource/Core Talent Acquisition	TALEO & SuccessFactors -ATS	D&I HIRING
Selection, Onboarding & Induction	Negotiations & Offer roll out	Onboarding
HR Policies & Procedures	Campus Hiring	LinkedIn Talent Sourcing & tools
Offer Generation & Negotiation	MS-Office / Windows 10	MS-Outlook

## Achievements

- Awarded as Hindi Lekhak Samman Patra 2019 a certificate on writing back-to-back two Hindi stories for their blog Momspresso..
- Awarded as "National Women Achiever".in the month of August 2019 by National Akali Dal.
- Awarded "HHINDI ANUSHANSA-PATRA " Certificate of appreciation" in Senior-Secondary board by Academy of Hindi for scoring highest marks in Hindi-board.
- Ranked Second in Post-graduation.
- Ranked Second in Graduation.



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India.



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## Professional Experience

✚ Presently working “Marico Limited” as Senior Officer- Talent Acquisition. (Oct 22 to Present)

### Job profile: -

- Taking Open Roles from SuccessFactors.
- Placing adverts over job portals & professional networking Site.
- Screening and shortlisting candidates before hiring managers interview them.
- Meeting targets/Service level Agreement for the number of Open roles.
- Finding suitable candidates for job role.
- Coordinating with Hiring Manager & Candidate.
- Maintaining Own Data base for the candidates going through Interview Process.
- Managing the recruitment process, from the initial interview through to the offering candidate.
- Conducting Negotiations with the candidate such as salary and start date.
- Initiating Background verification and keeping a follow up as a part of Recruitment process.
- Managing Compensation proposal, structuring compensation, negotiating, offering, onboarding, and arranging induction of new joiners.
- Promoting Diversity & Inclusion, Referrals and focusing on Source Mix.
- Leveraging own Sourcing Team for Open Position Specially for Senior roles.

**Promoting Inclusive hiring (PWD Hiring)** by actively coordinating with the relevant agencies and through them onboarding the candidates for the organization. Actively working on **LINKEDIN TALENT SOURCING** platform and closing the complex /hard -to-hire positions.

✚ Worked with British Telecom as Talent Acquisition Specialist On the payroll of Randstad India. (Dec-21- Sept-22).

### Job profile: -

- Taking Open Roles from Taleo.
- Placing adverts in Social Networking Site.
  - Screening and shortlisting candidates before hiring managers interview them.
  - Building Relationship with candidate.
  - Briefing candidates on suitable roles and preparing them for interviews.
  - Meeting targets/Service level Agreement for the number of Open roles.



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(14) Latika Kapoor | LinkedIn

- Finding suitable candidates for job role.
- Coordinating with Hiring Manager & Candidate.
- Maintaining Own Data base for the candidates going through Interview Process.
- Managing the recruitment process, from the initial interview through to the offering candidate.
- Conducting Negotiations with the candidate such as salary and start date.
- Initiating Background verification and keeping a follow up as a part of Recruitment process.
- Managing Shortlisting, Negotiating, offering, onboarding and arranging induction of new joiners.
- Promoting Diversity & Inclusion, Referrals and focusing on Source Mix.
- Leveraging own Sourcing Team for Open Position Specially for Senior roles. Promoting Inclusion (PWD Hiring) by actively coordinating with the relevant agencies and through them onboarding the candidates for the organization.

**Actively worked on LINKEDIN TALENT SOURCING platform and closing the complex /hard -to-hire positions**

 Worked as a 'Talent Acquisition Specialist' with Ken Research Pvt. Ltd.  
(From Sept 21 to Dec-21)

#### **Job profile: -**

As a Talent acquisition specialist my role involves: -

- **Sourcing, screening, and interviewing** the right talent for cross functional positions across the company for digital marketing team, website designer and Developers, IT & Admin, Accounts, HR, Research Division across profiles, BD across profiles etc.
- **Serving as a bridge between the candidates and hiring managers** by following up and coordinate the hiring process end-to-end.
- **Conducting candidates' successful interviews** (*Telephonic, over the Teams Application etc.*) *independently or at times partnering up with senior managers.*
- Track and prepare various hiring matrix.
- Prepare and maintain a database of potential candidates for different roles.
- Release job posting on various job portal such as *LinkedIn jobs, Naukri, indeed* as per the job requirement. Also doing *niche head hunting from various portals like (LinkedIn, IIM-Jobs, Hiris Updazz etc.*
- Shortlisting the prospective applicant based on resume, short telephonic conversation to judge upon the right match, understanding his present KRA's.

#### **Campus Placement**

- Arranging logistics, co-ordinating with dates planning of the event.
- Coordinate and conduct the interviews during the campus drive and select as per the criteria pre-decided.
- Follow up with candidates throughout the hiring process.
- **Prepare Trackers** as maintaining records for all candidates.
- Follow up with candidates throughout the hiring process.
- Finally **releasing offers/offer-roll-out to the selected candidates post negotiating** and offering salary as per the current market norms.
- Issuing Offer Letter; Appointment Letter; Confirmation Letters; Transfer Letters; Termination Letters etc.

### **Key Impact Areas**

Recruitment
Team handling
Bulk hiring
Team player
Head-hunting
Diversity & Inclusion
Optimistic

### **Education & Credentials**

- Postgraduate one year diploma in HR from IMT Ghaziabad Centre of distance learning. (Year 2015).
- BBA Graduate from Guru Nanak Dev University, Amritsar. (Specialization- HR) (Year 2005)
- Passed Senior Secondary from M.R. Vivekananda model school. (Commerce stream, Year 2002) (C.B.S.E. Affiliated)
- Passed secondary from M.R. Vivekananda model school. (Year 2000) (C.B.S.E. Affiliated)

✚ Worked with *Nestle-India (on payroll of Teamlease services Pvt Ltd)* as HR Associate. (From Aug 2018 to Dec 2019)

### **Job Profile:**

- Handling end-to-end recruitment.
- Partnering with hiring managers to determine staffing needs
- Screening resumes through job portals. (Naukri.com&IIMJobs.com)
- Performing in-person and phone interviews with candidates
- Administering appropriate company assessments
- Performing reference and background checks
- Making recommendations to company hiring managers
- Coordinating interviews with the hiring managers
- Following up on the interview process status
- Communicating employer information and benefits during screening process
- Completing timely reports on employment activity
- Maintaining recruitment tracker
- Updating Joining Tracker.
- Have handled and managed travel of the employees.
- Initiating and filling In-house travel request forms.
- Getting timely approval on them from the line manager or from MANCOMM (management of committee or head of dept.).
- Forwarding approved travel request form(s) to In-house travel desk for generation of ticket(s).
- Arranging accommodation and cabs for travelling employees.

✚ Worked with *Nestle-India (on payroll of Teamlease services Pvt Ltd)* as HR Contact Center Associate. (From Apr. 2017 to July 2018)

### **Job Profile:**

- Have worked solely for the Nestlé's In-house contact centre/HR helpdes
- Attended one weeklong training understanding Nestlé's complete policies (Included understanding- Hierarchy, various perks & benefits at all levels of Hierarchy, reimbursement policies & procedures).
- Attending and resolving queries of employees pertaining to Nestlé's policies and procedures. (Include resolving queries over the telephone (c received on a given hotline number), resolving over the mails under the TAT.
- Maintaining MIS record.
- Monthly reporting to Head of department.

### **Technical Skills & Certifications: -**

- Well versed with Applicant Tracking System-" **Taleo & SuccessFactors**" for releasing IJPs for internal & external sources, pulling CVS, generating offers, and closing the positions.
- Certified as 'Excel with LinkedIn- Recruiter assessment 'from LinkedIn Talent Solutions. (Aug-22.
- Certified 'HR Generalist ' from 'Society of Human Resource Management' (SHRM Certification) from Positive vibes HR consulting firm. (Feb21- May 21) • MS-OFFICE proficient (Microsoft- Word, PowerPoint, and Excel). Windows 10.
- Outlook Management.

### **Soft Skills**

Change Agent	<div></div>
Collaborator	<div></div>
Communicator	<div></div>
Planner	<div></div>
Thinker	<div></div>
Innovator	<div></div>

(Have handled a short term project for 2 months where have supported recruitment team for "Inclusive hiring" looking for the caliber candidates for

## short term employment within the organization)

✚ Worked with Royal Bank of Scotland Business Services as Senior Process Associate. (From Sept.2012 to Mar 2016)

### Job Profile:

- Joined as Process Associate.
- Taking care of UK based client's products & Investments (their loans, Insurance, mortgages, and demand drafts).
- Verifying customers on TSYS & Back-Office (customer authentication tools & software's).
- Generating their CIN (Customer Identification Number).
- Cross-checking their queries to avoid repetition, checking their products with the bank.
- Issuing payment for product(s) asked for.
- Maintaining hurdle-board.
- Once presented detailed of newly launched process (Hi! I am online) to UK delegates.

✚ Worked with Royal Institute of Mgt. & studies (A unit of Peacock management society) as Education- Counsellor. (From Feb-2012 to Feb 2013)

### Job Profile:

- Counselling of students over the phone and e- mails.
- Providing detailed information regarding available courses.
- Handling walk-ins.
- Converting the queries as joining.
- Preparing student-file.
- Handling classes schedule.
- Ownership of all admission test and preparing and compiling resu

✚ Worked with TVB-Marketing as Tele-caller (From Apr-2009 to Mar20 11)

### Job Profile:

- TVB-Marketing is marketing partner for ITC GROUP OF HOTEL
- Have worked there as a tele-marketer, selling ITC's fine dining Vouchers and membership cards.
- Getting referrals from HNI clients.

✚ Worked with ASAP-Services as HR-Executive. (From Apr.2008 to Nov2009)

### Job Profile:

- Have handled end-to-end recruitment.
- Worked for all levels of BFSI-Insurance and Broking verti Including hiring of Agents/Advisors, sales- exec, sales managers/unit

Gender: Female.

Nationality: Indian.

Marital Status: Single.

Linguistic-Proficiency

Read, write, and speak:

English, Hindi, and Punjabi.

Health -Issue/Disability: -

Suffering from Cerebral-Palsy (Locomotive -disability, affected only both legs.

Wheelchair /aid-user: No, managing Independently.

Managers, branch managers.

- Screening & shortlisting relevant profiles from portals (Naukri, Times, Monster, Shine & LinkedIn).
- Lining up their Interviews.
- Sending them for Interviews.
- Follow-up with both, the candidates & the clients.
- Successful joining formalities.
- Post-joining timely feedback from candidates and clients.



**Worked with Opportunity-Consultants as HR-Executive.**

*(From July 2007 to Mar 2008)*

**Job Profile:**

- Have handled end-to-end recruitment.
- Worked for BFSI-Insurance, BPOs/KPOs/Airlines verticals.
- Hiring Customer-care-executives, Process-Associates, and Guest-Relation executives.
- Screening & shortlisting relevant profiles from portals (Naukri, Times, Monster, Shine & LinkedIn).
- Lining up their Interviews.
- Sending them for Interviews.
- Follow-up with both, the candidates & the clients.
- Successful joining formalities.
- Post-joining timely feedback from candidates and clients.
- Generation of business.



**Worked with Sunil -Associates as Front-office-Executive.**

*(From Jan 2006 to June 2007)*

**Job Profile:**

- Handling front desk.
- Maintaining attendance sheet by manually writing sing-in & sign-out times of Interns.
- Attending guests & phone calls.
- Sending & receiving mails and parcels.