

Hetavi Mehta

Mumbai, Maharashtra 401107

hetavim@gmail.com

7506601996

A multi skilled person with a lot perseverance and an overall experience of 5 years including International BPO, Customer service and now into Recruitment (Lateral) and counting more !!!!

Looking for opportunities into HR Operations or HR Team lead into Hybrid mode or Remote !!

Personal Details

Date of Birth: 1997-10-24

Eligible to work in: India

Highest Career Level: 5+ years experience

Industry: Banking & Finance, Human Resources, Management, Quality Assurance

Total years of experience: 5

Work Experience

Human Resource Executive

Epicenter Technologies Pvt. Ltd - Mumbai, Maharashtra

September 2022 to June 2023

Roles & Responsibilities: -

- Experienced in Hiring into industries like BFSI, BPO, Recruitment, Sales, IT, Non IT.
- Responsible for assessing candidates(last round of interview) for International(US process)
- Also experienced in Lateral Hiring (End 2 End Recruitment) Non IT at all different levels.
- Also experienced in Bulk hiring.
- Have handled a team of 4
- Recruitment wise well versed in Sourcing profiles through job portals like LinkedIn, Naukri, Shine, Screening, Presenting, Client Management, Vendor Management, On boarding.
- Also have knowledge about Employee Referral.
- Experienced in call monitoring.

Customer Service Advisor

Concentrix - Mumbai, Maharashtra

January 2022 to June 2022

Worked as a CSA for Inbound customer service process for Chase bank.

Senior Customer Service Executive

Intelenet Global Services (Teleperformance DIBS) - Mumbai, Maharashtra

May 2019 to January 2022

Worked as a Sr.CSE in Barclays (Online)Banking Process in Customer Service Inbound and various other

processes.

Customer Service Associate

FIRSTSOURCE PVT.LTD - Mumbai, Maharashtra

June 2018 to May 2019

Worked as a CSA in Sky TV Inbound Calling process into Customer Service and Upselling.

Education

Bachelor's degree in Science (Botany)

University of Mumbai - Mumbai, Maharashtra

June 2018 to June 2018

12th Pass

University of Mumbai - Mumbai, Maharashtra

April 2014 to April 2014

10th Pass

St. Paul's High School - Mumbai, Maharashtra

April 2012 to April 2012

Skills / IT Skills

- Operations specialist
- Recruitment
- Lateral and Bulk Hiring
- Talent acquisition
- International voice process

Languages

- English - Expert
- Hindi - Expert
- Marathi - Expert
- Gujarati - Fluent

Online Profile

<https://www.linkedin.com/in/hetavim97/>

Certifications and Licenses

Diploma in Human Resources (HR)

Fundamentals of Human Resources

Psychology of Everyday Life - Mental Health Issues