

SHIKHA

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Associate Manager - HR

Seeking challenging roles across the industry

PROFILE

- Experienced Talent Acquisition Specialist with a proven track record of improving career development opportunities, boosting employee productivity, and reducing external recruiting costs. Skilled in developing and implementing location-specific talent acquisition strategies. Carried out comprehensive market mapping and provided market intelligence to the business lines. Strong interpersonal and administrative skills honed from previous roles.
- **A Six Sigma Black Belt certified** keen planner and strategist with proven abilities in addressing operational issues, resolving performance bottlenecks with expertise in devising policies & plans for improving business performance and achieving desired objectives and organizational growth.

Core Competencies

- Organizational Development
 - Language Interpretation (German)
 - Training & Development
 - Networking and Partnership Development
 - Data Analysis
 - Screening Processes
 - Global Recruitment
 - Interpersonal Communication Skills
 - Applicant Tracking Systems
 - Talent Management
 - Social Media Platforms
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PROFESSIONAL EXPERIENCE

Eviden (an Atos business)

Aug' 2022 - till date

Associate Manager - Recruitment

- As a "TA -Recruiting Specialist" Supporting recruitment for ServiceNow, Microsoft, Cloud, RPA, AI technologies in German & Austria regions for Atos group (Eviden).
- worked on a project for the appointment of ServiceNow Technical Consultants for Germany a difficult profile, and yet within a few months hired 5 specialists.
- Demonstrated strong attention to detail, resulting in a 25% decrease in errors.
- Identify, attract, and engage with the best talent, from sourcing various channels to onboarding the candidates.
- Build up effective working relationships with various Hiring Managers in the designated European region.
- Manage and constantly assure a healthy and fruitful pipeline volume and velocity, as well as data integrity as per the regional requirement.
- Identify key sourcing strategies using expert knowledge of the respective labor market, competition, and external talent.
- Build and maintain effective networks to improve transparency and attract top quality candidates from the Technology space.

Machine Learning Data Reviewer - II (German_Annotation)

- Reviewing the transcribed and annotated high priority deliverables.
- Deliver high quality of labeled data, leveraging guidelines to meet specific key performance indicators and using in-house tools and software.
- Translating established guidelines into daily work practices and processing data in order of priority.
- Delivering high quality on deadlines.
- Getting the job done and working autonomously with minimal direction.
- Contributing to process improvements to reduce handling time and improve output.
- Maintaining strict confidentiality and follow all applicable Amazon policies for securing confidential information.

KOTAK MAHINDRA BANK LTD**Nov'13-Nov'14****Branch Operations Manager, Retail Liabilities Group**

- Managing all aspects of Branch Operations viz Savings Bank, Current Accounts, Cash Credit accounts, Term Deposits.
- Responsible for checking audit report and elimination of the suspense entries; preparing various monthly reports.
- Verifying all documents submitted by customers to ensure their authenticity and further validated customer profile as per KYC norms.
- Relationship management includes customer service management and also strengthening their relationship with the bank and product penetration that includes current and savings account, asset products such as loans, overdraft business banking, working capital for business.
- Business reporting as per requirement and audit compliance ensuring requisite compliance with all applicable rules and regulations including specifically KYC, AML requirements in line with the policies and procedures of Bank worldwide.

HDFC BANK LTD**Nov'11-Nov'13****Branch Operations Manager, Retail Liabilities Group**

- Handling all aspects of Branch Operations viz Savings Bank, Current Accounts, Cash Credit accounts, Term Deposits.
- Responsible for checking audit report and elimination of the suspense entries; preparing various monthly reports. Verifying all documents submitted by customers to ensure their authenticity and further validated customer profile as per KYC norms.

ICICI BANK LTD**Jul' 07 – Nov' 11****Customer Service Manager, Retail Liabilities Group**

- Accountable for conceptualizing new strategies to generate business and for achieving allocated sales targets. Worked on Finacle Core Banking Solutions version 7.0.9 for processing Retail Banking Transactions.
- Accountable for the managing of transactions like issuance of Demand Drafts/ pay orders, Fixed Deposit Receipts, Cash receipts and payments of the customers.
- Efficiently handling critical requests Viz. Deceased claims, overdraft against term deposits, Head service quality and senior management escalations etc.

EDUCATIONAL CREDENTIALS

MBA (Finance); 2010

Manipal University, Ghaziabad

PG Diploma (Banking Operations); 2007

Institute of Finance Banking & Insurance, NIIT Delhi

Diploma in Software Technology; 2007

CMC Ltd. Ghaziabad

Bachelor of Commerce; 2006

Vivekananda College, Delhi University

Class XII; 2003

J.K.G Senior Secondary School

Class X; 2001

J.K.G Senior Secondary School

Certifications

Lean Six Sigma Black Belt; 2023.

Simplilearn

German Language C1.1

Goethe Institute, New Delhi

Language Skills

- Hindi Native
 - English Full Professional proficiency
 - German Full Professional proficiency
 - French Elementary proficiency
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Date of Birth: 1st January 1987

References: Available on Request

