

To contribute to the growth & efficiency in the industry through hard work, honesty and determination and to enrich my knowledge and enhance my skill awareness and effectiveness by working in a professional and value adding organization.

PROFILE SUMMARY

- 1.5 years of experience working in HR Domain.
- Experience in different fields of HR like Recruitment, On-boarding, Induction, Exit formalities, Resourcing & Development, Employee Welfare, Operations & Administration, etc.
- Experienced in all aspects of full-cycle recruiting including requirement gathering, sourcing, resume evaluation, phone screening, interviewing, and salary negotiation.
- Building strong long-term client & vendor relationships by providing timely cost-effective recruitment solutions.
- An effective communicator with strong analytical, problem-solving & organizational capabilities.
- Handling all HR Operations task.
- Handling Employee Grievances.

CORE COMPETENCIES

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|---------------------|-----------------------|
| • Recruitment | • On-boarding |
| • Administration | • Employee Engagement |
| • Vendor Management | • Employee Grievances |
| • Induction | • Operations |

EDUCATION

- MBA (HR & IT) from IIMT, Meerut.
- BA from Maharaj Singh College, Saharanpur.
- 12th from Asha Modern School, Saharanpur.
- 10th from Infant Jesus School, Saharanpur.

TECHNICAL SKILLS

- Operating System: Windows 10 & 11.
- MS Office: Word, Excel, PowerPoint.

WORK EXPERIENCE

Tutree India Technologies Pvt. Ltd., Noida as Senior HR Generalist Since May 2022 till current.

- Partnering with hiring managers to determine staffing needs.
- Screening Resumes & Performing in-person and phone interviews with candidates.
- Administering appropriate company assessments.
- Making recommendations to company hiring managers.
- Coordinating interviews with the hiring managers.
- Following up on the interview process status.
- Preparing offer letters & Experience letters.
- Serving as a liaison with employment agencies, institutes, and colleges.
- Completing timely reports on employment activity.
- Conduct exit interviews on terminated or resigned employees.
- Handling all Operations tasks like Employee Grievances, maintaining employee attendance, organizing RNR, organizing parties, celebrating festivals, Friday fun etc.
- Maintaining employees data/records.
- Handling Employees Promotions, Appraisal etc.
- Creating & Adhering company policies. Adhere to Compliance. Explaining policies and benefits of the company to the employees.
- Creating, Explaining & distributing SOP to the different teams (QA Testing, Developers, Business Analyst, Sales team etc.). Making sure all teams are following their (SOP) Standard Operating Procedure diligently for better quality.
- Creating checklist(On-boarding, Exit, Recruitment etc. Checklists) for all HR activities to make sure nothing get miss.

American Express (AMEX), Gurgaon as a Senior Analyst (2014-2019, 5 years)

- Dealt with customer queries & escalations and display ownership and accountability on calls, emails, tickets etc. Also dealt with RM queries.
- Provide superior customer experience to American Express Card Members.
- Provide alternatives and apply superior service.
- Adhere to quality and compliance guidelines.
- Excellent service handling & feedback from consumers.
- Dealing with customer grievances.

I hereby declare that all the information furnished above is true to the best of my knowledge.

Date:

Neha Ansari

Place: