

AANCHAL MALHOTRA

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PROFESSIONAL EXPERIENCE

Decimal Technologies Pvt. Ltd.

From: June 2021-Sep 2022

HR Operations Executive

Core Responsibilities

1. Manage Onboarding
2. Documentation
3. Issue Appointment letter
4. Off boarding
5. Issue Experience and Relieving letter
6. BGV- Background Verification – Provide details to Third vendor
7. Compliance - Employees PF related. Provide details to third part vendor and Criminal check is done through Authbridge portal
8. HRBP- Handle the grievances of employees
9. Event Management
10. Employee engagement
11. Good hands on Darwin Box tool and HR Stop tool
12. Managing checkpoint conversations 7, 30,45, 90 and 130days

Adroit Synergies Pvt. Ltd
(HR Executive)

From: July 2019-July 2020

Core Responsibilities

- Handling daily operations
- Provided induction to agent's and support staff
- Engaged actively in recruitment of high-profile candidates
- Involved in frequent floor supervision
- Arranged and managed company events
- Handled FNF settlement for employees
- Part of interview panel and conducted interviews as per requirement
- Prepare and consolidate performance matrix of the employees.
- Interaction with consultant's and foundations for manpower
- Sourced candidates from different sources (Naukri portal, pamphlets distribution, Bulk SMS and mails, etc.)
- Recruited candidates for senior management(Managers, QA and Team Leads)
- Sourced and hired about 4 senior management candidates
- Conducted both phone and Face to face interviews

HR Generalist:

- Facilitating & managing day-to-day HR activities of the Business Unit (BU) viz.-On-boarding & Orientation of a new joiner; Exit interviews & formalities; F&F.
- Completing the joining formalities for new joiners.
- Induction and Orientation of joined employees to make them familiar with the nature of work, profile, services, company culture, company hierarchy, HR policies, all functional activities, ethics, and values, etc.
- Conduct one on one onboarding meetings with the new hires on their first day.
- Conducting Pre-Joining formalities and professional background verification of all Indian employees.
- Communicating with schools, universities and previous employers to complete background checks and reference checks through E-Mails.
- Ensuring completion of education and work experience verification.
- Acting as a SPOC for employee queries & any other policy related matter.
- Responsible for tracking & closure of employee queries.
- Provide back-end support to Appraisal process at the Center.
- Managing HR Database (Both in Soft form and Files Management).
- Reporting directly to the Director.

Employee Relation:

- Organizing Employee Connects and engagement initiatives.
- Counselling employees and addressing their grievances.
- Handling all the queries of the employees. (Related to Salary, Leaves, and Attendance etc.)
- Explain various policies, strategies, and benefits to employees.
- Motivate the employees on day-to-day basis.

HCL Technologies Pvt. Ltd

From: June 2018- April 2019

Customer Service Executive

Core Responsibilities

- Handled the back-office mails received by customer on CRM tool.
- Maintain the daily MIS in Excel sheet.
- Manage all user's queries on CRM tool by mails & resolve all the queries before TAT and SLA.
- Manage all complaints and escalate to higher authorities.

HCL Technologies Pvt. Ltd

From: Dec 2016- Jan 2018

Call Coordinator

Core Responsibilities:

- Manage the Remedy Portal
- Manage the mails of IT team
- On board the engineers
- Manage 20 engineers in team
- Interaction with HCL clients
- Handle the user's grievances on Level1
- Issue the Laptop to users with the basic configuration
- Manage the report of engineer's daily task
- Handle the calls of user's all over HCL
- Resolve the L1 issue on Skype or on remote
- Publish the daily/ weekly/monthly report of IT team

IT Executive

Core Responsibilities

- Handling the back management of School
- Mark the attendance of students
- Use to inform the parents through SMS regarding absenteeism and marks which students use to get in class test and examination
- Handel some of the activities of students
- Took the responsibility of making ID cards of students
- Payroll of Teachers (optional depends on school)
- Worked on website and software of company
- Upload the photos of events on portal or website which was made by the company itself of school
- Smart way to provide information to parents regarding student.

ACADEMICS

- MBA (HR) Symbiosis Pune, 2016 -2017
- B-Ed Lucknow University,2015
- BA, Avadh Girls Degree College (Lucknow University,2013)
- Lucknow Public School (ISC BOARD),2010
- City Montessori College (ICSE BOARD),2008

KEY SKILLS

- Good Grasping Power
- Good communication skills and can interact with clients
- Managing skills
- Handle Challenging tasks
- Delegating responsibility
- Decision Making

IT FORTE

- Operating System: Windows, MS–Office

PERSONAL DETAILS

- **Date of Birth:** 08 August,1992
- **Languages Known:** English, Hindi and Punjabi
- **Reference:** Available on Request
- **Marital Status:** Married

Date:

Place:

(AANCHAL MALHOTRA)