**ADITI SINGH**

**Contact:** +91- 8147457544

**E-mail:** aditiworkemails@gmail.com

**OBJECTIVE**

Seeking a position to utilize my skills and abilities in the Information Technology Industry that offers professional growth while being resourceful, innovative and flexible. Skilled in IT and HR Staffing, managing plans, directing and coordinating the administrative functions of the organisation.

**EXPERIENCE**

**COMPANY NAME: TEN Marketing (The Entrepreneurship Network) (April 2023 to Present)**

**DESIGNATION: Senior HR Manager**

**Responsibilities**:

* Involved in full-cycle Recruitment involving Sourcing, Identifying, Interviewing, Screening and Placement
* Coordinate with hiring managers to identify staffing needs.
* To update the reporting manager on a daily, weekly and monthly basis about the undertaken HR activities and closures done in recruitment.
* Develop and implement recruiting strategies to source the best talent.
* Assess the candidate information, including resumes and contact details.
* Monitor the HR department's daily workings and administrative dealings and help improve the HR metrics and the organization's overall productivity.
* Responsible for various human resource tasks that involve payroll management, staff data entry
* Excellent verbal and written communication skills.

**COMPANY NAME: TEN Marketing (The Entrepreneurship Network) (April 2023 to Present)**

**DESIGNATION: HR Associate**

**Responsibilities**:

* Post the Job openings for various job positions on LinkedIn.
* Screening resumes.
* Conduct initial telephonic interviews with the candidates.
* Updating the Senior HR about the potential candidates for the profile.
* Coordinating interviews with the hiring managers.
* Maintain the records of employees.
* Sourcing the candidates from different job portals like LinkedIn, Naukri, FoundIt, JobsforHer, Hirect etc.
* Provide recruiting solutions to complex staffing.
* Experience working on IT Client Requirements and closing many positions
* Keep up to date with new technological trends and products.
* Responsible for full life cycle recruiting which includes sourcing, screening, interviewing,
* Responsible for end-to-end recruitment starting from requirement gathering till closure.
* Excellent verbal and written communication skills

**COMPANY NAME: Hewlett Packard Enterprise (On Contract with Primus) (March 2022 to March 2023)**

**DESIGNATION: Server Support Engineer**

**Responsibilities:**

* Proficient in troubleshooting HPE SimpliVity Server deployments and Server technology issues.
* Coordinated with the Customers directly on calls for Deployments.
* Proficient in SimpliVity Server technology.
* Assisted clients with general support related to Servers, Networks and storage.
* Knowledge of HPE ProLiant Servers.
* Assisted customers with more difficult technical issues requiring greater experience for the Deployments.
* Supported customers with basic technical support for current and past software releases.
* Assist in the integration of upgraded software and hardware from previous versions of the purchased nodes.
* Managing & Monitoring Emails along with calls.

**COMPANY NAME: DXC Technology (On Contract with Fidelis) (April 2021 to October 2021)**

**DESIGNATION: Technical Support Executive**

**Responsibilities**:

* Proficient in troubleshooting issues related to SNOW, OKTA Verification, VIP Access, Pulse Authentication, MS Teams, MS Visio/ Project, MS Office Package, MS PowerPoint, Office 365, Adobe Acrobat, RSA Token, BIG IP CISCO & Network Issues, Citrix.
* Coordinated with Level 2 technical support specialists to take over calls/ chats.
* Escalated support desk tickets to Level 2 and Level 3 in the most crucial circumstances and after considerable time had been spent on a single ticket.
* Assisted clients with general support for hardware, peripherals, network connections, and external software.
* Provided Remote support using the following software using LMI and Microsoft Teams.
* Creation and management of Domain and user accounts as well as assign access rights and permission to use Company’s Shared Mailbox.
* Assisted customers with more difficult technical issues requiring a greater level of personalized care and in greater length.
* Supported customers with basic technical support for current and past software releases.
* Assist in the integration of upgraded software and hardware from previous versions of software/operating systems.
* Managing & Monitoring Network & Coordinate with Vendor.

**COMPANY NAME: IBM (Nov 2018 to Apr 2019)**

**DESIGNATION: Technical Support Associate**

**Responsibilities**:

* Worked as a Technical Support Engineer for the Client Services
* Proficient in Linux, MS Office, PowerPoint, IBM Mails, IBM Resource sharing point, and Client/Company Tools.
* Proficient in SNOW.
* Exceptional Verbal and Written Communication Skills.
* Call Management and Documenting.
* Proficient in MS Office, PowerPoint, Google Docs, and SharePoint.
* Strategic Planning.
* Providing access to the required applications and troubleshooting the software and application issues to the responsible Team.
* Prioritize and manage several issues at one time.
* Creating and Analysis of the Call Tickets along with Calls.
* Working alongside other teams.

**TECHNICAL SKILLS**

|  |  |  |
| --- | --- | --- |
| 1. | Job Portals | LinkedIn, Naukri, Foundit, Shine, Indeed, JobsforHer, Times Job, Internshala, PyjamaHR, Google Jobs, Hirect, Cut Short, Workday |
| 2. | Microsoft Technology/ Data Management Applications | MS Access, MS Excel, Google Sheets |
| 3. | Project Management | Project Management, MS Excel, PMO, Data Management, Project Tasking and Scheduling |
| 4. | Server Technology | HPE SimpliVity Servers, HPE ProLiant Servers, Servers Technology |
| 5. | Web Technology | Google, Google Chrome, Edge, Firefox, Windows Explorer, Opera |
| 6. | Operating Systems | Windows 11, Windows 10, Windows 7, Windows XP, MAC OS, Android, Symbian |
| 7. | Applications | SNOW, OKTA Verification, VIP Access, VIP Pulse Authentication, MS Teams, MS Visio/ Project, MS Office, MS Powerpoint, Office 365, Adobe Acrobat, RSA Token, BIG IP CISCO & Network Issues, Citrix Software, Infrasec |

**EDUCATIONAL QUALIFICATION**

|  |  |  |  |
| --- | --- | --- | --- |
| COURSE | UNIVERSITY | PERCENTAGE | YEAR OF PASS OUT |
| BCA | **Bangalore University** | 60.22 | 2012-2015 |
| 12th | **CBSE** | 60.08 | 2011-2012 |
| 10th | **CBSE** | 71.00 | 2009-2010 |

**ACADEMIC PROJECTS**

* **MAJOR PROJECT (6th Semester)**

**Name of the Project:** A CUBE ENTERTAINMENT

* **MINI PROJECT (5th Semester)**

**Name of the Project**: STUDENT REGISTRATION AND MANAGEMENT SYSTEMS

**OVERALL MAJOR ACHIEVEMENTS**

* Awarded as a Good Team Growth contributor for the completion of 5 Deployment Projects in 2 Weeks.
* Nominated for Top Performer of the Project.
* 1st prize in Inter School Dance Competition.
* Active member of Rotary Club and Cultural and Reginal Dance groups and State level competitions.
* 1st prize in the Handwriting competition.
* 1st prize in Rotary Club Dance Competition.
* Active member of Digital World.
* Recognised as the Best Event Organiser Digital World Club.

**PERSONAL INFORMATION**

* Name: Aditi Singh
* Father’s Name: Mr Mahesh Kumar Singh
* Mother’s Name: Mrs Manjula Singh
* Gender: Female
* Date Of Birth: 20/ 06/ 1995
* Nationality: Indian.
* Marital Status: Single.
* Languages Known: English, Hindi.
* Address: E - 405, Raheja Park Apartments, Agarahara Dasarahalli, Magadi Main Road, Bangalore.

**DECLARATION**

I hereby declare that above mentioned details are correct and complete to the best of my knowledge.

**Date: / /2023 Place: Bangalore**

**Aditi Singh**