**Curriculum Vitae**

**Sowmya Shree BG**

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**Objective:**

To gain more learning and knowledge in Operations domain. I am looking for a platform that offers challenging opportunities to develop innovative and smart working approach.

**Professional Profile:**

* Dedicated IT Recruiter with around 1.5 year of experience handling full recruitment life cycle of sourcing, screening, interviewing, and closing the positions.
* Expertise in Head hunting and LinkedIn, Naukri recruiting, LinkedIn, Monster sourcing.
* Scheduling applicants for technical and HR interviews (Telephonic/ F2F) shortlisted by Clients. Doing basic level screening of resumes.
* Involved in all phases of recruitment like a requirement and client analysis, sourcing, screening, short listing, interviewing, preparing the resource for a client interview, coordinating about the same, post-offer follow-up, and on boarding.
* Responsible for adding and maintaining the candidate records relating to conversations, interviews, submittals, and placements.
* MBA with 7years of experiencein Strategy Formulation, Business Development, Client Relationship, Project Management, Process improvement, Business Analysis, Financial Management**,** Metrics Reporting and Service Management.
* Good knowledge of the lifecycle of projects and Operational Metrics.
* Possess excellent Interpersonal, Communication, Analytical and Organizational skills with proven abilities in team management and client relationship.
* A quick learner with the experience in working on diverse processes which requires deep understanding of critical business drivers in multiple segments and customer needs.
* Proven ability to interface with key decision makers and clients, to understand their business expectations and meeting the key deliverables within the scheduled time to generate revenues.
* Comfortable in interacting with people from multiple levels of organization, management and staff from different locations.
* Experience in Business Development. [Starting from Cold calls, organizing meeting with the client, working on the contract deal], ensure the selected resource joins the project].
* Strong in selecting right resource against a requirement.

**Professional Summary:**

* Current Responsible for Full Recruitment Lifecycle which includes meeting with hiring managers to gather requirements, source, screen, prep, communicate benefits packages, extend offers and on-boarding.
* Experience in forecasting, pricing and Invoice preparation to the clients.
* Extensive experience in **Advance Excel**, Remedy 8.1, Service Operations and Metrics tool.
* Experience in Service Management- Change Management, Incident Management, Problem Management.
* Expertise in developing and also performing enhancements in Web Intelligence, Adhoc, Dashboard and Reporting as per Service SLA & Ad-hoc requirement.
* Experience in interacting with business users to analyze the business process and requirements and transforming requirements into screens, designing database, documenting and rolling out the deliverable project.
* Maintaining strict adherence to data and IT confidentiality.

**Work Experience:**

UNIKO Gulf Services Pvt. Ltd – Technical Recruiter (Dec 2021- Present)

* Responsible for Full Recruitment Lifecycle which includes meeting with hiring managers to gather requirements, source, screen, prepare, communicate benefits packages, extend offers and on-boarding.
* Responsible for the full lifecycle search and recruitment of high-level candidates within the Information Technology industry for Permanent hire.
* Worked for the wide range of clients mainly Information Technology- Clients Mastek, Experion, Infomerica and Mouritech.
* Possess excellent knowledge of recruiting and hiring processes including sourcing, interviewing, reference checking, tracking, salary negotiations, and closing.
* Managing all kinds of trackers like Placement, Interview, Weekly Submissions. Etc
* Maintain a good relationship with candidates and vendors.
* Works with internal employees to explain new opportunities and career path ideas.

**Areas Of strength:**

* Web-based sourcing/recruitment
* Offer Negotiation & closing
* Building strong referral networks
* Screening Resumes
* Requirement Analysis
* Employee Relations
* Boolean Searching

I Had career Break after my Maternity Leave, to take care of my Child. Then later I joined Uniko.

**IBM India Pvt. Ltd - Project Management Officer (15 Nov10 – 10 Jan 2018)**

* Participating in Cadence and governance calls in updating the delivery of Business Segment details within the team.
* Preparing Reconciliation of Non Labor cost Report and Project Utilization Report.
* Weekly Labor report creation.
* Forecast Vs Actuals Weekly comparison report - Base & SOW Projects.
* Resource onboarding & Resource off boarding in team.
* Metrics submission and Submission of SLA report on a month basis.
* Maintaining staffing tracker of team and running daily staffing call.
* Invoice submission to Client on a monthly basis.
* Managing the call with Portfolio Leader for particular Business Segment and discussion on the Pipeline.
* Responsible for preparing reports on Incidents, Changes, Problems data using the in-house Business Intelligence Tools and Advanced MS Excel.
* Chalking out the methodologies and procedures to carry out effectual data analysis.
* Develop Web Intelligence Reports making use of several Queries & Export reports into XLS, PDF and CSVformats as per the client requirement.
* Create graphical representation of reports such as Bar charts, 3D charts, Pie charts, Column chart, Line chart, Bubble chart using excel &VBA-Macro presenting dashboards to End users.
* Tracking the status of a ticket i.e. Incident Management Ticket, Problem Management Ticket in Remedy and Clarify Ticketing Tool.
* Create different types of project related reports by using and downloading different types of tickets from Remedy 8.0 Analytics Server (Business Objects) &uploading the templates in Insight toolas per the project requirements.
* Involve in Daily & Weekly operation calls with the client in provision to Performance of IT Systems and Operational metrics and trends.

**Hinduja Global Solutions Limited - (02July 2010 - 04Nov 2010)**

I excelled from training period.

**Key Skills:**

Recruitment, Information System Management, Data Analysis, Data Management, Service Management, Service Operations, Business Analysis, Business Intelligence (BI), Business Objects (BO) Info view, Dashboard preparation, Metrics Reporting, Knowledge Management.

**Skill Set:**

* **Computer Skills**: MS Office(Word/ Excel/Access/Power point) and Metrics tool.
* **Business Skills**: Business analysis, Client Relationship Management, Project Management, Operation excellence, Financial accounting and Business development.

**Educational Background:**

* Passed Master of Business Application (MBA) in year 2009 from Bangalore University.
* Passed Bachelor of Commerce (B.Com) in the year 2007 from Mangalore University.

**Achievements and Leadership**

* Best performer at IBM in 2014 - “Excellence & Eminence Award”
* Promotion Letter for best Performance in April 2016.

**Personal Identification:**

**Sex :** Female

**Date of Birth :** 11 Aug 1987

**Parent’s Name :** BN Gangadhar and NB Jamuna

**Present Address :** C/O BN Gangadhar, #12 SugandhaNilaya, Vijayanagar

Hassan,573201.

**Language Proficiency :** English, Kannada, Hindi.

**Thanking You**

(Sowmya Shree BG)