***Nammi. Soujanya***

D.no : 56-1-62 Main Road Kancharapalem, VISAKHAPATNAM, 530008

Ph: 7702849801

abhaysonu2217@gmail.com

[EDIT](https://www.resumegig.com/resume/contact/edit/15264651)

***Professional Summary***

To be a part of the team and organization that works dynamically towards the successful achievement of goals, with growth and satisfaction there off.

[EDIT](https://www.resumegig.com/resume/summary-description/edit/15264651)

***Skills***

* Fluent in English,Hindi,Telugu
* Inbound/Outbound Calls
* Active listening
* MS Office
* Management
* Self motivation, Optimistic, disciplined, team spirit
* Good communication skills & always willing to learn new.
* Hardworking nature

**Experience**

**Sr. US IT Recruiter Dec-2021 present (Remote) IMS People Possible, Ahmedabad, Gujarat**

* Involved in Full Life Cycle in Recruitment i.e. Sourcing, Identifying, Interviewing, Screening, Formatting and placing personnel in the Information Technology Industry.
* Extensively worked on different sites such as dice, monster, Tech Fetch, CareerBuilder.
* Ability to work effectively in high-pressure environments.
* Recruited resources in various technologies and platforms.
* Strong interpersonal and communication skills, creativity, excellent attitude towards teamwork and common goals achievement.
* Excellent organizational, multi-tasking and coordination skills
* Excellent organizational skills with hands-on technical knowledge and ability to work in fast-paced environment
* Self-Starter with the ability to analyze day to day activities
* Strong Personal Computer skills and Proficient in MS-Word, Excel, PowerPoint and Outlook
* Establish and maintain a good relationship with the employees, vendors and the Clients.

***US IT RecruiterMar 2018* ‐ Nov *2021 TechTammina Software Solutions Pvt.Ltd* ‐ *VISAKHAPATNAM*, *Andhra Pradesh***

* Experience in IT and Non IT Sector.
* Experience in Talent - Sourcing, Recruiting and providing I.T. Professionals from any discipline to Clients .
* Experience in various job portals like Career Builder, Monster, networking, and direct mailing. Initial screening of candidates through telephonic conversation to judge communication skills, qualifications & professional skills.
* Ability to understand the technical requirements and quickly present the profiles in time.
* Review, file, and sort resume determining qualification and eligibility.
* Handling entire recruitment process from resourcing, searching, screening, target hunting, negotiating and recruiting candidates on international platforms.
* Negotiating & finalizing salary/rate/HR aspects on a different payroll basis including W2, 1099, Corp-Corp with U.S. Citizens, Green Card, OPT'S, H1, H4 EAD.
* Full life cycle recruiting (Sourcing, screening, interviewing, negotiation and closing)
* Searching good resumes from Monster, Dice and Corp 2 Corp, and job portals through applying search strings.
* Sending the requirements and calling them for screening their IT skills also for rating their comm. skills.
* Conducting preliminary interviews and ensuring quality of profiles.

***Practitioner & Representative, Operations.Oct 2016* ‐ *May 2018Concentrix Daksh Services India Pvt .Ltd* ‐ *VISAKHAPATNAM,HYDERABAD*, *Andhra Pradesh***

* Resolve 300+ weekly customer inquiries via phone and email, consistently exceeding targets
* Pioneered development of improved system for following up with unsatisfied customers, reducing customer churn by 6%
* Proposed more efficient call script to reduce average customer handling time, which was well-received andimplemented by management
* Achieved 97% average customer satisfaction rating to date, surpassing team goal by 12%
* Work to resolve failed deliveries to customers Ex: Statements,Repayment Schedule and Mail Id Updation
* Floor Support for Freshers
* Outbound Calls to the Customers whether they satisfied with the Service provided by the Agent if they satisfied with the Service will ask for Call rating for the Agent .
* If Customers will say not satisfied ,they didn't get proper information from Executive will Solve the query in same call and improves the CTA (Customer Transaction Analysis)

***Lower Division ClerkMar 2016* ‐ *Sep 2016Kendriya VidyalayaSrivijaynagar No.1* ‐ *VISAKHAPATNAM*, *Andhra Pradesh***

* Reviewed blueprints and specifications to understand each job and plan the correct sequence, minimizing errors and avoiding wasted materials.
* Continuously classified and filed records to keep the system efficient and all information organized.
* Responsible for relaying messages accurately to supervisors
* Effectively interacted with faculty, staff, and students on a daily basis.
* Maintained and managed school records in an organized manner.

**Education**

* *B.com(Comp)* From School of distance education (Affiliated to VBS Purvanchal University)Visakhapatnam
* Intermediate(MPC) From st joseph womens college with ,Visakhapatnam75% of marks .
* S.S.C. From Vagdevi talent school, Visakhapatnam with 60.56%of marks (2010).

[EDIT](https://www.resumegig.com/resume/education-review/edit/15264651)

[EDIT](https://www.resumegig.com/resume/other/edit/15264651/77007379)

**Affiliations**

MS-Office Tally

[EDIT](https://www.resumegig.com/resume/affiliations/edit/15264651)

**Interests**

* To Learn about new things
* Cooking
* Travelling

***Personal Profile***

Name : Soujanya .Nammi

Father Name : VenkataRao.N

*Gender : Female*

*Date of Birth : 18-06-1995*

*Hobbies : Listening to Music, Reading Story Books*

*Religion : Hindu*

*Nationality : Indian*

*Marital Status : Married*

***Declaration***

*I hereby declare that the above written particulars are true to the best of my knowledge and belief.*

(Soujanya.Nammi)