



Objective:

To pursue a role that provides me with valuable exposure in the field of Human Resources. Contributing towards job satisfaction, self-development and an ability to achieve organizational and personal goals.



Educational Qualification:

- Master of Business Administration (MBA) in Marketing and Human Resources from ICFAI Business School, Hyderabad, 2012-2014 scoring CGPA 6.03.
- Bachelors of Commerce (B.COM) from Gujarat University, H.L. College Of Commerce, Ahmedabad, 2008-2011 scoring 61.71%.
- H.S.C. from Gujarat Board, Mount Carmel High School, Ahmedabad, 2008, scoring 75.46%.
- S.S.C. from Gujarat Board, Mount Carmel High School, Ahmedabad, 2006, scoring 79.71%.



Awards/ Achievements:

- Won the silver medal at the mix doubles badminton tournament held at IBS, Hyderabad.



Responsibilities Held:

- Member of the Training and Development committee at QX KPO Services Private Limited.
- Youth President at the St. Ignatius Loyola parish-Ahmedabad.
- The Marketing Head of 'Samavesh' – The Cultural club of IBS Hyderabad. (2013-2014).
- The Executive member of the Gujarati Community at IBS Hyderabad.
- Only Trainee to be a part of the "Leadership Team" during the 'Associate appreciation week' at 'The Courtyard By Marriott, Ahmedabad'
- The Creative Head of H.L. College of Commerce and H.L.Times Magazine (2009- 2011).
- College Ambassador for 'Yuva Unstoppable' (NGO) (2010-2011).
- Placements Co-ordinator at IBS Hyderabad.
- Member of the Rainbow Palette Club at H.L. College of Commerce, Ahmedabad.
- Member of the Events Management Committee at H.L. CollegeOf Commerce, Ahmedabad.
- Volunteer for the Personality development cum faith formation camps held at St. Xavier's School Loyola hall, Ahmedabad.
- Member of 'Corporate Unstoppable' at 'Yuva Unstoppable' (NGO) (2010-2011).



Professional Experience:
QX KPO Services Private Limited
PES Administrator

Ahmedabad, India
December 2015 – Present

Key Role:

Reference chasing and reviewing critical document (for critical and urgent clients without which the contractor cannot start his contract with his client. Further, managing the payroll (timesheet activities) for these IT contractors.

Functions:

- Obtaining and reviewing the documents (Scotland Disclosures, Eligibility to work, Credit checks, Proof of address, Certificate of Incorporation, VAT Certificate etc.) From the contractors and consultants.
- Chasing references via calls and emails for the specified years depending on the screening type.
- Obtaining relevant gap proofs from the candidate to cover career gap activity.
- Ensuring contractor is 'OK to Start'.
- Taking care of the payroll (timesheet activities) and accounts for these contractors once contractor has started on site.
- To make sure PES is complete before the contractor starts.
- Taking full responsibility to clear clients Audits.
- Handling Clients, Contractors and Consultants query via calls and emails.

Achievements:

- Won the 'Best BMS Compliant team' award for February 2017 at QX KPO Services Private Limited.
- Won the 'Best performer of the week' for the month of March 2017.
- Won the 'Best team with Zero attrition 2016' award at QX KPO Services Private Limited.
- Won the 'Best BMS Compliant team' award for January 2017 at QX KPO Services Private Limited.
- Won the 'Extra Miler Award' in the quarterly town hall meet at QX KPO Services Private Limited.
- Cleared audit with a 100% result for critical clients from January 2015 to till date.
- Member of the Training and Development committee.



The Courtyard By Marriott

Management Trainee : Human Resources

Project: Talent Retention Strategies at the Courtyard by Marriott,
Ahmedabad.

Ahmedabad, India.

March 2013 – May 2013

- Successfully completed internship by securing a GPA of 8 on 10.
- Study the reasons for high turnover so as to curb the shortage of talent with the help of the new talent retention strategies.
- The study was based on examination of the turnover patterns in different departments, different management levels, tenure of service and Reasons.
- Exit interviews were conducted and studied in order to understand the reasons for high turnover.

Key Contributions:

- Designed the Daily Smart Start (D.S.S) everyday, which basically is a notice letter containing the elements, essentials, motivational quote, birthdays of associates, daily and upcoming events, daily and upcoming trainings, the ashridge and all important notices.
- Was the only trainee to be a part of the Leadership Team for Associate Appreciation Week (AAW), Brand Standard Audit(BSA) and Area Team Visit(ATV).
- Was the core team member for designing and implementing the New Bunkers for the associates and the Café Re-launch.
- Handled the Payroll for Out Door Caterers (ODC) And Industrial Trainees.
- Updated the entire record room into the new format.
- Handled all H.R. functions like interview, joining and clearance formalities, associate grievances

Achievements:

- The only trainee to be a part of the Leadership team.
- The 1st Management Trainee to successfully complete her internship in the Human Resources department with 'The Courtyard By Marriott, Ahmedabad' in the 7 years of its existence.
- Was the only management trainee to receive the 'Marriott Associate Appreciation- 'Thanks For All You Do' card by the H.R. Manager at 'The Courtyard By Marriott, Ahmedabad'.



Computer Proficiency:

MS Office Suite, Online utilities and Basic level Internet Research.



Personal Details:

- Name: Rita D'souza
- Date of Birth: 7th May 1990
- Nationality: Indian
- Gender: Female
- LinkedIn: <https://in.linkedin.com/pub/rita-d-souza/61/14>

