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Chirag Thakkar

Talent Acquisition / IT Recruiter

“Life is all about heading towards the new opportunities”

**Work Experience**

**Ztek Consulting, Inc (From August 2019 – Present)**

**Job Title:** **Talent Acquisition Lead / IT Recruiter**

**Location: Duluth, GA (USA – Onsite Location)**

**About company -**Ztek Consulting is a full-service contract and permanent recruiting company specializing in highly skilled professionals in the functional areas of IT, Finance & Accounting, Risk and Process Optimization. Our client-base is diverse, ranging from emerging technology companies to Global Fortune 500 powerhouses, covering a wide variety of industries. Among these are Information Technology Services, Health Care, Financial Services, Aerospace and Defense, Government, Insurance, Consumer Packaged Goods, Retail, Manufacturing and Pharmaceutical.   
**Roles & Responsibilities –**

• Sourcing/Searching for potential consultants who have strong technical skills.  
• Screening their resume as per client requirement.  
• Searching resumes through different job portals like Tech fetch, LinkedIn, Monster, Dice, Career Builder.  
• Mailing to the consultants from internal office database.  
• Recruiting different visa status like us Citizen, Green card, TN, EAD, H1B.  
• Negotiating salary as per hourly accordingly requirement.  
• Schedule interviews as per client on different time zones.  
• Discuss with consultants about their pay terms like corp 2 corp, W2 (benefits, without benefits) 1099.  
• Working as team member to for daily submissions.  
• Maintain and development employee relationship with wide range of Vendors from US and India.  
• Majority hiring for Big Data ( Developer & Architect ) || IDQ & MDM || IBM/ MDM || Java & Python || AWS & Azure || Data Governance & Meta Data Management   
• Placing the consultants for contract, Full time, and Long term.   
• Genuine and good vendor recruitment relationship with different sales firms across the market.  
• Working on requirements contract and contract to hire, full time.

**ICAN BPO Pvt. Ltd (From April 2019 – July 2019)**

**Job Title:** **Customer Care / Operations Executive**

**Location: Thane, MH**

**About company -**ICAN BPO Private Limited (ICAN) is a full-service solutions provider with deep domain expertise in the areas of customer acquisition and retention across verticals. We believe that irrespective of the industry, organizations that excel in acquiring, servicing and retaining the right customers will be the winners in the long run. Managing customer relationships, fostering improvement and adding value to them is how ICAN enables organizations worldwide to constantly improve their business performance.

**Roles & Responsibilities –**

• Worked onshore and offshore as well maintain the coordination between client and top management.

• Handled customer escalation throughout the process and resolve an individual doubts and queries.

• Calling / Mailing to the customers and ensure getting the maximum positive feedback.

• Trained and motivate the junior team members through out the process and maintain an effective leadership.

• Negotiate with the local and reputed vendors regards to the price and margin of goods.   
• Apart from CCE, operation department was also handled smoothly through the work.   
• Analyzed individual report and on the basis of that correction done and forwarded to the client.   
• Coordinated with the senior team management and gave suggestion to set up the new process.

**Fittr (From June 2018 – January 2019)**

**Job Title:** **Marketing Executive**

**Location: Pune, MH**

**About company –**

FITTR’s mission is to reach out to 50 million people and make them fit, create jobs in the fitness industry, teach people how easy it is to stay fit and move together as a Wolfpack. FITTR started as a small group of people trying to help each other get fit and has evolved into an ecosystem that caters to health and wellness needs of more than 800,000+ users from all over the world.

**Roles & Responsibilities –**

• Promoted the fitness brand service on social media platforms like Facebook, Instagram and as on YouTube.

• Getting feedback of clients on the terms of services and same forwarded to the support team in order to improve it.

• Generating event tickets and publishing on media platforms as well maintain the database of sold tickets.

• Noted all the strategy and the conversation happened between the authority and investors during meeting.

• Coordinating between the various departments such as between designing and finance to get the task done of marketing.   
• Tie-up with the various and reputed gym’s and yoga center in order to maximize the clients for company.

• Review and presented annual sales graph in front of superior team to take measures actions.   
• Decided and conducted fitness events at different locations only to promote the objective of the company.

• Handled seminars and business conferences to generate the leads from audience for the betterment of company growth.

**Education Details**

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| --- | --- | --- |
| **College / University** | **Degree / Course** | **Year of Completion** |
| Narsee Monjee Institute of Management Studies (NMIMS) Navi Mumbai, MH | PGDM – Marketing Management & Human Resource. | From June 2019 – Present. |
| Indira College of Commerce and Science (ICCS) Pune, MH | (BBA) Bachelor of Business Administration – Marketing Management. | From June 2016 – April 2019 |
| Staenz & Google Academy  Nasik, MH | Digital Marketing Certification course,  Google Ads, SEO | From December 2019 – June 2020 |

**Certifications**

|  |  |
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| **Certification Name** | **Credential ID & URL** |
| Google My Business Basics | ID - 44297209  <https://skillshop.exceedlms.com/student/award/44297209> |
| Recruiter certified program | ID - #CRP1987629 |
| Tech Recruitment Certified Professional | ID - 4JR8rymCATUsWbyGyremlO  <https://devskiller.com/hr-certification/4JR8rymCATUsWbyGyremlO> |
| Six Sigma and the Organization (Advanced) | ID - X58G7CU3LLP9  <https://www.coursera.org/account/accomplishments/certificate/X58G7CU3LLP9> |
| The Fundamentals of Digital Marketing | ID - GPG M8J X9D  <https://learndigital.withgoogle.com/digitalunlocked/validate-certificate-code> |