**KHUSHBOO CHAVAN**

**Human Resources Professional**

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***OBJECTIVE***

* A passionate and well-rounded Human Resources professional with over 6 years of experience in core HR and full lifecycle Recruitment and a Masters of Business Administration degree in Human Resources. I am looking to grow and advance in a larger environment where I can learn and grow with the organization by contributing towards the building the best Workforce.
* Worked with clients like Amazon, Intuit, Disney, Universal Studios, Expedia, HP, RedHat, Comcast, Bank of America, Verizon, Oracle, Yahoo, eBay and many more.
* I have a keen eye for talent and employee psychology. Multi-tasker with attention to detail. Excellent written and oral communication skills.

A well said principle I follow – *“Treat your people right, and they will treat your customer’s right!”*

***PROFESSIONAL EXPERIENCE***

***ThakralOne Group***

***January 2020 – Present***

***Recruitment Delivery Lead – India Staffing***

* Managing a team of recruiters and working to grow the team size for the company’s new staffing branch office in Pune region. Supporting Contract -based, CTH and Permanent needs for our esteemed clientele. Serving 90% IT and 10% non-IT client requirements.
* Connect with customers regularly to ensure a healthy demand/requirement pipeline (also to receive forecast of future hiring needs) and to build an excellent rapport.
* Serve as primary contact for customer enquiries and concern (serving customers and demands Pan India).
* Review customer mandates/requirements, plan and coordinate daily, short and long term delivery activities with the team & seek additional support from other regions/branches. Screen candidates thoroughly on all parameters before submission to clients.
* Build positive and productive working relationship with recruiting and sales teams across all regions and with customers for business growth. Organize fun activities to maintain a positive and energetic work atmosphere.
* Analyze and troubleshoot delivery issues in a timely manner
* Manage delivery team to ensure timely and accurate results
* Oversee daily activities of delivery team and provide direction and guidance, as needed.
* Ensuring prompt & proactive follow up w.r.t lined up / selected candidates & to receive timely feedbacks from the customers (direct & indirect)
* Strong TAT for sourcing & coverage of demands
* Assisting business by sourcing as Individual contributor for critical requirements, when needed, for additional support to the team.
* Conduct daily briefings and planning, recruiter allocation and workload assignment according to delivery needs
* Trained recruiters on new sourcing methods (Social, referral & Professional networking, GitHub, etc.) to diversify sourcing methods for better results.
* Ensure that team maintains high level of competence and operational excellence.
* Responsible for performance and growth of the team.
* Evaluate the performance of team members to determine training needs. Conduct monthly individual performance review with recruiters, discuss and provide feedback, suggestions for improvement where required, brainstorm ideas for improved delivery process with the team to ensure healthy work environment.
* Analyze customer mandates, set delivery priorities and make schedule adjustments to meet timely delivery goals.
* Perform customer negotiations for delivery rates, challenges, etc.
* Develop process improvement methods to achieve expected productivity, while ensuring cost effectiveness and time saving
* Report delivery status to customers and reporting manager to maintain delivery documentation.

***iPlace India, Pvt. Ltd.***

***September 2014 – January 2020***

***Principal Recruiter***

* Joined the organization as an Associate Recruiter and moved up to be a Principal Recruiter.
* End-to-end recruiting majorly for IT as well as non-IT roles ranging from junior to Director level for Fortune 100 and Fortune 500 clients through one of the largest staffing firm in the USA. Managed a small team of 4 recruiters.
* Working closely with Account Managers and Directors to qualify every requirement directly with the hiring team/manager. Taking on end-to-end responsibility to source (active and passive) and recruit using Boolean for every role individually as well as coordinate with the on-shore branch(s), managers, delivery leads, team leads, screen the best candidates, also used an Elite Qualification Program to qualify for technical/development roles to fill the position with the best talent. Follow-ups through the interview process, O&A, joining formalities and regular follow-ups post joining.
* Through with the processes and expertise with tools used including job boards, Daxtra, LinkedIn, GitHub, Bullhorn (ATS), client portals, MS Office Suite (Word, Excel, PowerPoint, Access).
* Built excellent rapport with offshore and onshore teams, managers and candidates. Commended by the client and candidates on several occasions for being through and smoothly taking the process through to the end. Trained several recruiters through the mentorship program.

***SAR Group of Industries June 2013 – July 2014***

***HR Executive (Generalist)***

* Reported to the CEO. Sole HR person in the company, managing employees for 3 companies within the group in the advertisement and agricultural (manufacturing of agricultural products and distribution of tractors and agricultural tools and implements for Mahindra & Mahindra and a German partner Lemken) domains single-handedly.
* This included recruiting for all departments by means of job portals, newspaper ads and campus drives, walk-ins; on-boarding and off-boarding, MIS management, end-to-end documentation for employees, payroll management, employee relations/grievance management, leave management, R&R, structured the appraisal process, organizing employee engagement activities and trainings sessions for employees, office administration and vendor management.
* Hired over 100 on-field sales-marketing teams, BDM, Content Writers, Accounts, Developers and Designers, Company Secretary and admin staff.
* Managed 15 interns in HR simultaneously, Marketing and Finance simultaneously.
* Providing specialist support and expertise to increase HR efficiency, Benchmarking of best HR practices for Policy development and process improvement. Sustained a two-way communication channel between the Management and the employees.

***Options Unlimited August 2012 – April 2013***

***Intern/Associate Recruiter***

* Joined as an intern (3 months) and was retained as an Associate Recruiter.
* Bulk hiring for reputed BPO’s. Handled job portals for sourcing candidates, recruiting, coordinating recruitment drives for various companies, coordinating interviews, rigorous follow up with clients and candidates throughout feedback, O&A and joining processes.

***PROFESSIONAL ACHIEVEMENTS***

* Trained and mentored close to 20 new recruiters at iPlace, through the US recruitment processes, laws, etc. from basics to advanced level personally.
* Prepared the 1st HR Policy Manual from scratch for SAR Group; Designed and implemented use of an array of documents through-out the company for each employee and process.
* Designed and implemented a customized 360 Degree Performance Appraisal manually for SAR.
* Awarded for “Outstanding Performance” from the CEO at SAR.
* Assisted the CEO and CA/CS in the PF Registration and ISO Audit processes at SAR.
* Selected by the management to present the company at the first German Delegation for SAR Group.

***EDUCATION***

* Master’s in Business Administration with specialization in Human Resources, Pune University
* Bachelor’s in Computer Applications, Pune University
* Certified C and C++
* Attended the 1st and 2nd “Innovation Forum” and the “EQ Leadership Summit” at Tata Institute of Social Sciences (TISS), Mumbai