

Prince Arokiaswamy

HR - Manager

Phoenix, AZ - Email me on Indeed: [indeed.com/r/Prince-Arokiaswamy/ab67ef1efa0ccf02](https://www.indeed.com/r/Prince-Arokiaswamy/ab67ef1efa0ccf02)

- Expertise in all generalist HR initiatives including Recruitment, Sourcing, Screening, Training & Development, HR Policies and ISO Process
- A dynamic Management professional with 37 months of experience in Human Resource Management
- Expertise in Technical Support with 18 months of experience in diagnosing and resolving technical hardware and software issues
- 7 months of Customer Support in tracking the airline statuses for the customer orders
- Completed the course in Software Testing process and has been trained in testing skills
- Expertise in handling HR functions entailing recruitment and training
- Planning, strategizing and implementing abilities with demonstrated success in handling HR as well as related to administrative activities
- Handling day to day administrative activities in co-ordination with internal / external departments for smooth business operations
- An effective communicator & Team player with excellent relationship building & interpersonal skills
- Strong analytical, problem solving & organizational abilities. Possess a flexible & detail oriented attitude

WORK EXPERIENCE

HR - Manager

Employee Engagement and Staffing - March 2012 to March 2013

to other clients

S. No ORGANISATION DESIGNATION DURATION DEPT

1 Majestic People Infotech HR - Manager Mar 2012 - Mar 2013 HR

HR Executive / HR Manager

Majestic People Infotech - February 2010 to March 2013

Majestic People InfoTech (www.majesticpeopleinfotech.com) is an IT solutions provider with Microsoft Gold Partner and IBM Business Partner Certification, Offshored at Coimbatore, Tamilnadu (India). It is fully equipped off-shore facilities, and its corporate office (SGS Technologies) head-quartered at Jacksonville, FL (USA).

Description

Handled a team of recruiters, office administrators and supporting staffs, Executed strategic sourcing techniques to include a variety of resources such as internet, advertising, employment agencies, internal and external databases, employee referrals, direct sourcing and job fairs and responsible for End to End Recruitment with the recruitment team. Motivate the team members and ensure to complete the given task as per the company standards. Identify training needs; develop training program and evaluation. In charge of HR budget (working closely with Account manager and with the management)

Roles and Responsibilities:

- Responsible for the initial screening of candidates, short-listing and scheduling them about the interview, conducting interviews, involved in salary negotiations, fixing salary as per the company policy, issuing offer letters, following up with the shortlisted candidates regards to the joining dates. Carrying out the reference checks for each candidate selected on board

- Working for both in-house requirements and also for clients around South India
- Handling various experience levels from Trainee to Project Manager
- Screening & Handling Interviews: To screen the new recruits to ensure they match the requirement, conducting the initial screening to test their communication, handling telephonic and Personal interviews
- Recruitment & Appointments: Briefing the candidate about the Job profile, salary, and about the organization, Issuing Appointment Letters
- Payroll: Managing employees payroll process
- Involved in preparing company policies
- Involved in preparing documents for ISO 9001:2008
- Induction: Ensuring the completion of Joining Formalities, giving new joiners a presentation on the Company Profile and different functions, orientation, and basic office information. Maintaining the Employee Data regards to ISO Process
- Portals: Strong knowledge in sourcing candidates in Job Portal like Naukri, Monster and Times Job
- Sourcing candidates from vendor networks, referrals and from own database
- Building own database by giving ads in local job portals (Free classifieds)
- Employee Relation: Clarifying employee's queries about the HR policies, understanding the employee concerns and acts as a bridge between the management and the employees in order to make sure the concerns have been resolved. Counseling employees on their Task, Personal issues and grievance handling
- Conducted campus interview for various college in and around Coimbatore
- Exit Interview: Conduct one to one discussion with the separated resigned employee to find the issues, which would lead to the separation and provide appropriate feedback to the concerned person

Some of the major clients worked: (External Staffing)

- TCS, Australia - Web Logic Administrator
- Mieloo & Alexander, Netherlands - Windows Mobile Application Developer
- HCL, Chennai - Technical Support Executives
- Syntel, Chennai - Abinitio Lead

HR - Executive

Majestic People Infotech - February 2010 to February 2012

HR

Technical Support Executive

KGISL - February 2007 to April 2008

IT

2. Company Name: KGISL, Coimbatore Duration: Feb 2007 - Apr 2008

Location: Coimbatore

Technical Support Executive

Roles and Responsibilities:

- Contact the customers in UK and understand the issues that they have in the product
- Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services
- Gather customer's information and determine the issue by evaluating and analyzing the symptoms
- Follow standard processes and procedures
- Identify and escalate priority issues per Client specifications
- Redirect problems to appropriate resource

- Accurately process and record call transactions using a computer and designated tracking software
- Offer alternative solutions where appropriate with the objective of retaining customers' and clients' business
- Organize ideas and communicate oral messages appropriate to listeners and situations
- Follow up and make scheduled call backs to customers where necessary
- Calls software and hardware vendors to request service regarding defective products.
- Solving any kind of hardware issues that they have in installing the product
- Tracking the issues of the customers and routing the call to the appropriate department, responsible for the issue
- Prioritizing and managing many open cases at one time

Technical Support Executive

Sutherland Global Solutions - Chennai, Tamil Nadu - October 2006 to January 2007

IT

Technical Support Executive

Sutherland Global Services - Chennai, Tamil Nadu - October 2006 to January 2007

Roles and Responsibilities:

- Worked in the HP All in One and HP Desktop Department
- Gathering information from clients and identifying problems in their All-in-One and Desktop
- Solving any kind of hardware and software issues that is reported in an appropriate time
- Marketing any new product to the customers and selling the product to the customers
- Responding with agreed time limits to call outs
- Offer alternative solutions where appropriate with the objective of retaining customers' and clients' business
- Follow up and make scheduled call backs to customers where necessary
- Tracking the issues of the customers and routing the call to the appropriate department, responsible for the issue

Customer Service Executive

Geo logistics Pvt Ltd - Chennai, Tamil Nadu - February 2006 to September 2006

Air Imports

Customer Support Executive

Geo-Logistics Pvt Ltd - Chennai, Tamil Nadu - February 2006 to September 2006

Air Imports)

Roles and Responsibilities:

- Track the customer's order from the consigner and update the status of the order
- Co-ordinate with the counter part from the country of origin and track down the airline status
- Analyzing the various commercial and administrative documents
- Giving the delivery order of the goods to the customers

EDUCATION

M.I.B. in Master of International Business Administration

Bharathiar University

B.Sc. in Bachelor of Computer Science

Bharathiar University

SKILLS

C (Less than 1 year), Customer Service (Less than 1 year), databases (3 years)

ADDITIONAL INFORMATION

INTERPERSONAL SKILLS

- Excellent communication skills
- Creative Thinking with great diversity to adjust in any type of work environment
- Exceptional relationship building skills targeted at ensuring teamwork and effective customer service
- Responsible attitude targeted at ensuring completion of projects in a timely manner
- Active listening skills targeted at handling problems and taking improvement advice
- Flexible Team player
- Good instructional skills aimed at ensuring positive learning
- Competent at reinforcing concepts in a positive manner
- Able to develop an innovative and effective solution to complex problems, and is able to diagnose an issue by getting to the root cause.

TECHNICAL SKILLS

Active listening skills targeted at handling problems and taking improvement advice

Operating System Windows NT / 95/ 98/ 2000/XP/VISTA/Windows 7

Programming Languages C, C++,JAVA,PASCAL,COBOL

Databases & Tools MS Access, MYSQL,SQL 7.0

Test Management Tools Quality Center, Test Director

Test Automation Tools QTP (Beginner level)