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**Client –Stake holder Management/ HR Shared Services/ Report Generation/ Training Co-ordination / HR and Administration / Learning and Development activities with internationally recognized organizations.**

Reliable, Success-driven and Competent Professional with more than 10 years of experience in Client management, HR systems, procedures and policies. Proficient in various tasks which includes data management, implementing important policy and strategic decisions, as well as the development and implementation of operational policies and procedures, Training Co-ordination, revising documents, maintaining log, database and report generation.

Major objective is being resourceful, innovative and flexible and to serve as a true professional and good humanitarian in the esteemed concern achieving the Industrial goals as well as Personal growth.

#### **Professional Achievements**

- Best Team Award for the quarter January – March, 2022 – **Envertiz Consultancy**
- Best Performer Award January 2021 – **Envertiz Consultancy**.
- Client Appreciation for excellent coordination of Stake holders meet 2018 for **Interceptor Trading & Contracting W.L.L., Qatar**.
- Bagged the **Best Performer Award** 7 times considering the monthly Performance in **McAfee Inc. India**.
- **Best Performer Award** for the quarter July – September 2011 in **McAfee Inc. India**.

#### **Additional Trainings**

- **Certified Trainer of Additional Skill Acquisition Program (ASAP)** by Government of India.
- Diploma in Computer Applications (DCA).
- Certificate in Advance Excel program.

#### **Experience Summary**

- Client Account Manager at **Envertiz Consultancy** (September 2019 – till date)
- Senior HR Operations Executive at **Interceptor Trading & Contracting W.L.L., Qatar**. (17 months)
- Process Associate with **Ernst and Young (EY), India**. (18 months)
- Process Associate with **McAfee, Inc., India**. (21 Months)
- Process Associate with **British Telecom (BT), India** (20 Months)

### **Educational Qualification**

- Post Graduate Diploma in Human Resources Management.
- Bachelor Degree in English Literature.

### **MS office Skills**

- MS Excel Skills                      • Pivot tables • Lookup • Formula functions • Formatting
- MS Word Skills                      • Formatting & page set up • Using SmartArt & Textboxes
- MS PowerPoint Skills • Working with Custom Slides

### **DETAILED ORGANISATIONAL EXPERIENCE**

#### **Envertiz Consultancy (September 2019 – till date)**

##### **Position: Client Account Manager**

Envertiz Consultancy is a seasoned agency in health care recruitment, operating from **the United Kingdom**. They are a highly competent firm that provides optimum solutions in employment and advice on choosing the right career path for their clients. They provide comprehensive staffing solutions to their employers with world-leading medical facilities and healthcare services in the UK adhering to the policies for NMC UK.

- Develop, implement and review operational policies and procedures.
- Identify issues related to data management and coordinate in inculcating the GDPR (Security and Privacy) policy of the organization.
- Promote an organisational culture that values excellence in performance and strong morale
- Work with stakeholders – Meetings and calls to discuss the progress and development.
- Works with Oxford University Hospital; Envertiz is this NHS Trust's accredited recruitment partner.
- Translate the client requirement to consultants and make plans to achieve the results time bound.
- Ensure all legal and regulatory documents are filed and monitor compliance with laws and regulations.
- Work with the board of directors to determine values and mission, and plan for short and long-term goals.
- Identify areas of process optimization.
- Assist team with report generation and analysis
- Support team communication with the management team.

#### **Interceptor Trading & Contracting W.L.L. Qatar (June 2017 –October 2018)**

##### **Position: Senior HR Operations Executive**

Interceptor Trading & Contracting W.L.L. being a service provider for the Oil & Gas sector in the State of Qatar, includes its services in providing very well experienced technicians for long term and shutdown jobs, marketing of all kinds of Industrial valves and provides all kinds of support facilities as per the Oil & Gas client requirements.

- Explain company policies and procedures to employees and provide awareness on security and privacy policy of the organization they are being outsourced
- Responding to internal and external HR related enquiries or requests and provide assistance.
- Maintain records of the personnel related data which includes Payroll, personal information, leaves, turnover rates, vacation leaves, sick leave and personal time in the database and ensure all employment requirements are met.
- Support the recruitment / hiring process by sourcing candidates performing background checks, assisting in short listing, issuing employment contracts.
- Meet the stake holders and discuss their requirement and create reports
- Create surveys and newsletters and analyses the data.
- Perform orientations, on boarding and update records with new hires.

**Ernst and Young (EY), India. (July 2013-December 2014)**

**Position: Process Associate, Learning and Development**

EY is a multinational professional service firm and is one of the big four accounting firms. EY India is one among the big professional business consulting and management consulting firms in India. A leading provider of advisory, tax, transactions and assurance services.

- Worked for People Shared Services L&D for the FSO UK and Ireland region.
- Manages, coordinates and maintain calendar of appointments, travel management, maintain record of communication etc.
- Includes notifying participants and registering them, sending calendar invites and joining instructions.
- Provides pre-event and post-event support for both learners and on shore L&D Team.
- Sends evaluations to learners after each session and evaluation reports to the facilitators.
- Completion of class by awarding the learners with their credits as well as the instructors.
- Collects/ creates invoice regarding travel, accommodation and other miscellaneous activities of the course being conducted
- Keeps and maintains of all tracking of the inbox and outbox.
- Provide and maintain various reports to stakeholders.

**McAfee, Inc (April 2010 –December 2011)**

**Position: Process Associate**

Deputed through M/s Sutherland Global Services, India is a process transformation company focused in helping fortune 1000 companies. Deputed for the client McAfee, Inc. in serving their Canadian and U.S customers. Major responsibilities include:

- Clarifies customer issues related to invoice and retain the customers for the company.
- Providing supports to the customers in issues related to anti-virus software.
- Assists customers with placement of orders, refunds and exchanges.
- Providing training to new joins regarding the product and the service provided.
- Assigns tasks to the team.
- Experience in voice and non- voice processes.

- Train new recruits joining the process.
- Work under stress and attain targeted results.

**British Telecom (BT), Infosys BPO, India (August 2008 - March 2010)**

**Position: Process Associate**

Deputed through Infosys BPO, India is a pioneer in business outsourcing. Deputed for the client British Telecom (BT), is one of the leading communications company serving the broadband, phone, Television and mobile needs of the customers in the UK and other 180 countries. Major duties include:

- Advise customers regarding invoice and the due dates.
- Provide support to the clients in recovering debts.
- Analyse the existing system to know the impact of any enhancement as applicable.
- Responsible in playing as an efficient team member.
- To analyses and understand the process and make necessary changes if needed.
- Assigns tasks to the team.
- Trains new recruits joining the process.