

ZOYA NAYYER

Human Resources, Assistant Manager

Dehradun, Uttarakhand

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PROFILE INFO

Driven by a passion for cultivating a positive workplace culture, I thrive on building strong relationships with employees and stakeholders alike. My commitment to continuous improvement motivates me to stay abreast of industry trends and best practices, ensuring that HR processes remain innovative and effective. With a keen attention to detail and a proactive approach, I excel in identifying areas for optimization and implementing solutions that drive productivity and employee engagement. As a collaborative team player, I am dedicated to contributing to the overall success of the organization while championing the well-being and professional development of its workforce.

EXPERIENCE

2023 - 2024

Avika Infratech & Consultant Pvt. Ltd, Allahabad.

Assistant Manager, HR

- Supported recruitment and selection processes through resume screening, initial interviews, and collaboration with hiring managers.
- Fostered positive employee relations by addressing concerns, facilitating conflict resolution, and promoting an inclusive work environment.
- Administered employee benefits to ensure timely and comprehensive support for staff members.
- Contributed to the development and implementation of HR policies and procedures, aligning them with organizational goals and legal requirements.
- Coordinated training initiatives and identified opportunities for professional development.

2022 - 2023

Wing Operations, Delhi

Operations Executive

- Proficient in analyzing operational data to identify trends and areas for improvement, particularly in international, USA-based client settings.
- Demonstrated commitment to delivering excellent customer service by effectively addressing customer concerns and feedback.
- Skilled in generating reports and maintaining operational documentation, including processes, procedures, and best practices.
- Specialized expertise in identifying opportunities for process improvement and efficiency enhancement.
- Experienced in implementing strategies to streamline operations and reduce costs.

2021 - 2022

Bharat Innovations, Allahabad

Client Relationship Executive

- Maintain high client satisfaction through effective communication and issue resolution.
- Proactively manage client accounts to meet their needs and exceed expectations.
- Collaborate with internal teams to deliver tailored solutions aligned with client requirements.
- Retain clients and maximize revenue opportunities through dedicated efforts.

EDUCATION

2020 - 2022 | A.P.J. Abdul Kalam
Technical University

Master of Business Management

2015 - 2018 | Allahabad University

Bachelor of Commerce

SKILLS

- Human Resource Management
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking
- Data Analysis
- Power BI
- Tableau
- CRM

LANGUAGES

- English
- Hindi