Hitesh Mishra

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# Professional Summary:

* Experienced in professional with extensive knowledge of , Sourcing, Management, Leadership, and US Tax.
* End to End recruiting experience, Worked on Recruiting H1B Consultants, Green card Holders & US Citizens,
* High exposure on W2 & Fulltime Recruitment,
* Work extensively with MS Office tools like Word, Excel, and Outlook, Excellent Interpersonal, Convincing,
* Rate Negotiation, Analytical & Problem-solving Skills.
* Experienced SME (Subject Matter Expert) with over 5 years of experience in the BPO Industry.
* Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operations towards improvement.
* Over a year of experience as a Quality Service Analyst is now seeking to obtain a position that will allow me to fully utilize my strong leadership abilities, innovative organizational and administrative skills.
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# Skills

* Fast Learner
* Multi-Tasking
* Resolving queries, problems and issues of new joined employees.
* Adaptability
* Quick at decision making.
* Order Management and Problem Resolution.
* Team player & Team Management.
* Producing Quality work
* Sound knowledge of Microsoft Office tools.

# Education

Completed HSC from Navyug English Medium School in July 2011.

Completed BBA (bachelor’s in business administration) with 5.32 GPA From Sardar Patel University (March 2016).

**Professional Experience:**

**Workforce logic Sep 2022 – Mar 2023**

**Program Support specialist**

* Facilitate the onboarding, extensions, and offboarding processes for contingent workers, including securing contingent worker employment documentation and facilitating the background check process
* Respond to inquiries, essential issue resolution, and secure timecard submittals and approvals
* Prepare, review, and deliver a variety of reports for both internal and external stakeholders
* Partner with the internal PRO Client Services team to maintain Standard Operating Procedure (SOP) documentation in a way that ensures processes are documented for both personal use and cross-coverage as needed
* Updating and maintaining data on the WAND tool to ensure accurate records are supported such as worker extensions, pay/ bill rate adjustments, cost center updates, etc.Facilitate the onboarding, extensions, and offboarding processes for contingent workers, including securing contingent worker employment documentation and facilitating the background check process Respond to inquiries, essential issue resolution, and secure timecard submittals and approvals Prepare, review, and deliver a variety of reports for both internal and external stakeholders Partner with the internal PRO Client Services team to maintain Standard Operating Procedure (SOP) documentation in a way that ensures processes are documented for both personal use and cross-coverage as needed Updating and maintaining data on the WAND tool to ensure accurate records are supported such as worker extensions, pay/ bill rate adjustments, cost center updates, etc.

**Skills:** Operating Systems · Project Management · Microsoft Excel

**AIS Business Solutions Sep 2021 – Sep 2022**

# Financial Analyst

* Founded in 2000, AIS is a technology and process engineering company committed to lowering costs, improving quality and reducing cycle time for our clients. Our software robotics and expert talent manage the day-to-day work within loan administration and default legal processes so our clients can focus on growing their business.
* We build and share financial and legal technology to automate and optimize workforce performance. We recruit, train and manage highly skilled human resources to meet project-based or full-time staffing needs.
* Our clients have global access to a wide-ranging team of subject matter experts specializing in data/analytics, technology, business process outsourcing, legal support, and loan servicing. We serve a variety of industries including automotive finance, banking, credit card, mortgage, and telecommunications.
* While working with AIS I worked for the client of Ally, Credigy, Exeter finance LLC, and it’s a bankruptcy process based in Houston Texas.
* We have to review the cases of chapter 7 and chapter 13 and provide the resolution as per query by taking follow up through call or by email.
* We have to contact trustee and attorney to provide Information if there is misleading information or check if anything is missed out by attorney in the agreement of reaffirm or surrender, and also if we have to check the intention of the client regarding his vehicle.
* I used to handle inbound calls of customers and resolving queries of customer regarding the bankruptcy.
* Working on outbound calls assigned to me by lead and following on the same until the case gets resolved.
* Looking up into the agreement of chapter 7 and 13 thoroughly for anything which is missed out by debtor or attorney and try to resolve that on daily basis.
* Maintaining a record of all call which I have received throughout the whole day and keeping a record of all the outbound calls which is allocated to me from the team lead in excel.

**Rishabh Software Apr 2021 – Aug 2021**

# Technical Recruiter

* Understand the requirements of the clients and accordingly execute a search plan for identifying potential candidates to fit the requirement.
* Source candidates using multiple channels like job portals, internal database, social media, etc.
* Assess an applicant’s relevant experience, knowledge, skills, and competencies Scheduling, coordination, and ownership of end to end recruitment cycle.
* Negotiating wage rates and other terms of employment and gain commitment from candidates for current and future job requirements.
* Submitting a candidate resume to the hiring managers for further scrutiny or consideration.
* Timely communication with the candidates and keeping them posted with updates on their candidature.
* Engage regularly on an ongoing basis with the candidates through email and calls.
* Handling the full life cycle of Recruiting (screening resumes, interviewing, coordinating technical tests and interviews).
* Making use of effective resourcing strategies to identify top talent, such as headhunting, Internet sourcing, networking, user groups, employee referrals.
* Involved in communicating offers to candidates, solving queries, counseling, and negotiating with them.
* Sourcing and screening the right candidates through various sources like Head Hunting, Job Portals,
* References, and Job postings.
* Conducting Preliminary telephonic interviews with candidates to ascertain their competencies, skills, and aspirations (based on work, position, salary, and relocation, etc).
* Screening resumes qualifying ideal profiles on set parameters.
* Understanding the requirements with respect to technical and general aspects.
* Scheduling the interview of short-listed candidates with the company.
* Knowledge of the US tax terms like W2, 1099, Corp-to-Corp etc.

**Finrope Solutions LLP Vadodara, GJ 3 March 2019 – 20 Jan 2021**

# QAS (Quality Assurance Specialist)

* While working with Finrope, I worked with the Client of Fortis Payments. It’s a Payment Processing
* Company in USA, based in Michigan.
* I used to Handle the application which are coming into board on for payments processing services provided by Fortis.
* Looking into the application thoroughly for anything which is missed out by merchant while filling it.
* Checking up the pricing over application that what they will be charged, and it is appropriate as per
* Company guideline for the services they are opting for.
* Contacting Merchant for the thing which are missed out or incorrect over application so that the procedure go further.
* Making sure and keeping eye over the applications status until it is completely approved by Bank underwriting Team.
* Getting them on Board once they are approved by setting up all the things over Company payment processing portal.
* Also entering all the details into the company CRM (Customer Relationship Management Portal)
* Helping out new Employees to expertise over the task which used to be performed by me and checking up with their work to Ensure it done with 100% accuracy.

**Concentrix Pvt. Ltd. Vadodara, GJ 09 Jun 2016 – 30 Feb 2019**

# Subject Matter Expert (SME)

* Trained and mentored team.
* Handling the escalated calls from juniors.
* Maintaining call AHT, so other calls of customers do not get abandoned without getting attended by CSE.
* Coordinating with team members engaged in Process and project for solution development giving update or briefing about any new update on daily basis related to process.
* Following protocols i.e. not saying false word, inappropriate word, offensive or insulting word, giving proper respect throughout the call etc. to keep the call quality ratings high to satisfy the client end call auditors.
* Giving feedback to every employee for improving their call quality to deliver the best as per the company requirement and improving their skills for the same.
* Worked and dealt with different customers to understand requirements and provide exceptional resolution related to their queries.
* Resolving customer issues by giving them proper information and if required escalating to the higher authorities for quick and better resolution meanwhile taking follow ups over the escalated queries.
* Maintaining history/records related to performance of employee i.e. their attendance, any miss behave etc. for future reference.
* Creating tickets offline to resolve or troubleshoot issues related to service or order of the customer.
* Reviewed and updated documentation to meet the team, client, and management needs.
* Following protocols i.e. not saying false word, inappropriate word, offensive or insulting word, giving proper respect throughout the call etc. to keep the call quality ratings high to satisfy the client end call auditors.
* Providing feedback related to their mistakes and guide them how to overcome from these types of queries.

**Serco Global Services Vadodara, GJ May 2014 – March 2016**

# Intelenet CSA (Customer Service Associate)

* Worked as a Customer Service Executive with Serco’s client State Bank of India handling incoming calls from customers of State Bank.
* Providing customers with the knowledge of various products of company and assisting them with the questions related to Bank’s schemes.
* Build sustainable relationships with good communication skills.
* Maintaining call AHT, so other calls of customers do not get abandoned without getting attended by CSE.
* Blocking Debit/Credit cards of Customers after proper verification to make sure that he/she is the customer or a genuine person who wants to block the card
* Follow communication “scripts” when handling different topics.
* Giving proper suggestions if any kind of forge happens with consumer and blocking the card immediately after the permission by consumer.
* Frequently attend educational seminars to improve knowledge and performance level.
* Meet personal qualitative and quantitative targets.
* Knowing all rules and regulations of the Bank so that private and confidential information won’t be leaked to any third-party caller.