

Priti Chadha

Mobile:9820636075,7021388655; Email:chadha.priti@gmail.com ; Address: Sector 10 Vashi (Navi Mumbai);

Objective: To secure a responsible career opportunity, where I can utilize my Human Resource, Operations, Administrative & Management skills, while making a significant contribution to the success of my employer

Role Summary :

A competent professional with **10+ years of experience in HR – Talent Acquisition – HR Operations – Vendor Management – Employee Engagement – Employee Grievances – Attendance Management – Induction to new joiners – Onboarding /Exit Formalities – PMS – Background Verification.**

Academic & Professional Qualifications :

B.Com from Mumbai University,2007;

HSC from G.N.Khalsa College,1997;

SSC from Our Lady of Good Counsel High School,1995

Diploma in HR from Alison (Online) (**Achieved 87.5%**);

Diploma in Personal Secretarial Studies & Services from 'Davar's College of Commerce',Mumbai,1998.

Skills:

- | | | |
|----------------------------------|------------------------|---|
| ❖ End to end Recruitment | ❖ Interpersonal skills | ❖ Negotiation skills |
| ❖ Excellent Communication skills | ❖ Multi – tasking | ❖ Problem solving & conflict management |
| ❖ Organisational skills | ❖ Prioritizing | ❖ People Management |
| ❖ Leadership skills | ❖ Employee Relations | ❖ Analytical skills |
| ❖ Stakeholder Management | | |

Professional Experience:



Panoramic Holidays Limited : (Mahim)

Assistant Manager HR : (1st August'17 till date)

Reporting Authority :DGM HR

As a **Regional HR**, responsible for **Branch & Mumbai Region**.

- Employee Life cycle Management .
- Liase with Business Heads to understand the Business needs.
- Responsible for recruitment of various critical positions Pan India through **multiple recruitment channels (Job portals social networking sites, Recruitment Vendors, References, Paper advertisement, job posting, walkins, job fairs, campus interviews,etc.**
- Ensuring the recruitment cost is within the **budget** by using the right mix of sources.
- **Frontline/Lateral /Leadership Recruitment :**
Exclusively hiring for the position of:
**(Sales across levels/Marketing /Trainer/Accounts/
Reservation /Collection/HR/Admin/Operations/
Customer Service/BDM/Holiday Consultant/ TakeOver Manager / Venue Manager,
Tellicallers/ data entry/etc**
- **Offer Negotiation** with the candidates as per statutory compliance.
- Facilitating **On boarding** (pre-joining formalities - Joining formalities) & **Reference Check of the selected candidates.**
- **HR Induction** to new joiners
- Reaching the defined targets for hiring of roles required in the branch/region across levels in the required TAT.
- **Attendance Management** (Leave report/pending Approval report/ODD report/Late Remark deduction/LWP).
- Partnering with all business leaders in the location and working with them to ensure **employee grievances** are addressed and employee morale is high.
- Regular skip level meetings & One on One with the team.
- **Monitor team productivity** on regular basis.
- Celebrate team Birthday's & festivals.
- Solely responsible for **Vendor Management, Vendor feedback & Vendor tie ups,etc.**
- Regular review of commercials & regular **monitoring of performance of all recruitment vendors.**
- Culture Management
- Succession planning,
- PMS, Reports,
- Preparing Offer Letters
- Admin activities like opening Bank accounts, assisting in creation of employee code & employee email address.
- **Collation of accurate data & sending it to the finance team for payroll.**

- **Single point of contact** for escalations at Mumbai Region from **hiring, negotiating salaries and other employment details to Exit Formalities.**

International SOS : (Andheri; Mumbai) (**Reason of change : Fixed term assignment/Contract**).



Sr. Corporate HR (www.internationalsos.com) (June 2015--October 2015)

[International SOS is a medical & Travel assistance company (MNC). Having global presence]

Reporting Authority: Sr. Director - HR

Worked as a Sr. HR at a Supervisory / managerial capacity on a fixed term assignment/ Contract.

Responsible for:

- **Recruitment & On boarding** ; Induction; Vendor Management (end to end); ensuring compliance with related statutory requirements. Sourcing through various channels like job Portals, free portals, social networking sites, Consultants, Walkin, paper advertisements, etc.
- **Exclusively worked on Customer service, Concierge Consultants, AM Operations, Teamleader Operations, Manager Quality ,Sales, BDM, etc**
- Interviewing candidates across levels : (**telephonic /PI**).
- Conducting HR interview to gauge the profile & culture fitment in the organisation.
- Conducting written & online assessments of the telephonic shortlisted candidates at the **assessment centre** & administering the same.
- Interacting with internal stakeholders for key positions.
- Facilitating **On boarding** (pre-joining formalities - Joining formalities)
- Facilitating **Medical Health Check up & Reference Check of the selected candidates.**
- Initiating the **Background Verification** process & getting updates from the vendor followed by salary negotiation with the candidate.



Wego Interactive:

AM - HR & Operations (www.wegointeractive.com) (2013 - 2015)

International BPO (ITES) [Mahape - Vashi]

- Monitoring & assisting team in Induction & Training and Development to ensure all employees are excelling in their competencies.
- Responsible for **End to End Recruitment (Volume hiring BPO/ internal voice US process) (sales/LG, etc)** with in **Budget.**
- Sourcing through various channels like **Portals, Walkins, IJP, Consultants, institutions, advertisements, job fair, databas**
- **Monitor team productivity** on regular basis and have special **Rewards & Recognition programs** for the achievers.

- Celebrate team Birthday's & organise games on festivals.
- **Framing HR Policies** like Internet usage policy, dress code policy, Discipline policy, Leave policy, etc.
- **Attendance Management;**
- One On One feedback sessions.
- **Grievance Management**
- Client Management
- Team Management (Team strength 20)
- Preparing Reports
- Supervising HR, Admin & Operations.



Eyeglobal Technologies Pvt.Ltd

Assistant Delivery Manager (www.eyeglobal.com)(2010 – 2013).

(Staffing company headquartered in Mumbai)

Joined as a **Recruitment Consultant**, after 4 months **promoted** as **Asst.Delivery Manager**.

Expertise in **Temp Staffing, Permanent Staffing & Contract Staffing.** (Bulk/Front line & Lateral hiring).

Hiring handled across levels **(Pan India) for (BPO & Non BPO) (Voice & Non Voice) (Sales/Non Sales) (Bulk/ Lateral /Leadership Hiring)**

Expertise in Hiring for different industries like Timeshare, Banking, Engineering, BPO, Staffing, Travel, Medical, etc

- Client Acquisition
- Grievance Management
- Drafting HR policies
- Attendance Management
- Preparing & signing client agreements;
- Invoicing; Collections;
- **Frontline Recruitment (Bulk - Telecaller, CSR, Phone Banking Officer, Data entry, Promoters, Counter sales, Back office)**
- **Lateral /Leadership Recruitment :**
Exclusively worked on positions like
(Sales /Marketing /Trainer/Accounts/ Reservation
/Collection/HR/Admin/Operations/ Customer Service/
Concierge/Consultant/BDM/Purchase/EHS/Foundry/Quality/ Production/Maintenance/DGM
HR / Head Materials /
Head Quality/Head Purchase/Branch Manager/Relationship Manager/CASA Manager/Sales
Head/ Holiday Consultant)/etc.



i-process I Pvt Ltd

Recruitment Co-ordinator (2007 - 2010)

i-process is a subsidiary of ICICI Bank Limited. **[BPO (ITES) & Banking sectors]**

Reporting Authority: Recruitment Manager

Responsible for:

- Bulk / internal hiring of ICICI Bank (Banking).
- Sharing job description with vendors.
- Detailed explanation of the profile to vendors.
- Solely responsible for Vendor Management, Vendor feedback & Vendor tie ups, etc.
- Regular review of commercials & regular monitoring of performance of all recruitment vendors.
- Explaining the documents to the selected candidates.
- **Exclusively worked on positions like Phone Banking Officers, Customer service, Back office, Data entry process, Branch Sales Manager, Regional Head Sales, Team leader, AM, telesales, Sales Officer CASA, Relationship Manager**



Teamlease Services Pvt Ltd

Staffing Executive (2006 - 2007)

TeamLease Services Private Ltd is India's largest and foremost people supply chain and HR Services Company. **(Staffing Company).**

Responsible for the following:

- Client Co-ordination
- Creating JD & Posting requirements on job portals, social networking sites, groups, etc
- Mass mailing & SMS blast
- Sourcing, Screening & shortlisting cv
- **Exclusively handled BPO Bulk requirements & Banking/Finance upto middle level requirements.**

Personal Details:

- Date of Birth : 14th September 1978
- Languages Known : English, Hindi, Marathi, Punjabi.
- Nationality : Indian
- Gender : Female
- Marital status : Single

Mumbai

Priti Chadha