

**Abhishek Johri**

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**Summary:**

- A competent professional with 18+ years of comprehensive experience in Sales, Account Management and Delivery.
- Proficient in MS Office and various ATS like Taleo, Job Diva and Ceipal.
- Effective communication and interpersonal skills with hands on experience in training and development.
- Extensive experience in manpower planning, recruitment, handling salary negotiations and paperwork.
- Adept in implementing new recruitment/selection policies as per staffing projections.

**Experience:****Multiple companies  
Consultant****Aug'20 – Till Date****Responsibilities:**

- Identify new business prospects and develop relationships leading to revenue generation.
- Nurture relationships on an ongoing basis to ensure high client satisfaction.
- Conduct regular account review meetings to proactively grow accounts.
- Monitors and ensure adherence to client policies and procedures.
- Responsible for Closure of Professional Services (Staffing) positions for the identified customer in the USA specifically for all onsite opportunities.
- Work with the Recruitment team to plan the sourcing strategy to meet the demands on a weekly basis.
- Focus on the quality of consultants for the position offered, ensure that sufficient backup candidates are in place and most importantly respond within 12 hours from the time these positions are opened.
- Ensure that sourcing cost is well within the operating margins.
- Ensure that the soft skilling screen is taken care of while working with the technical team to evaluate the candidate fitment for the position considered.

**Primus Software Development India Pvt Ltd  
Director-Account Management & Delivery****Jun '19 – Jul '20****Responsibilities:**

- Identify new business prospects and develop relationships leading to revenue generation.
- Develop and cultivate high-level relationships at key employers, including stakeholders, to increase account penetration and strengthen the business relationship.
- Nurture relationships on an ongoing basis to ensure high client satisfaction.
- Conduct regular account review meetings to proactively grow accounts.
- Monitors and ensure adherence to client policies and procedures.
- Market Research and Business Analysis.
- Provide day-to-day supervision, conduct performance reviews, formulate goals and expectations, and delegate work assignments.
- Leads customer escalations from the front, fosters effective communication and turns around customer situations and ensures Customer's experience is positive.
- Fosters innovation and drives successful initiatives by embracing emerging trends and offer strategic accomplishments that include team development, revenue growth and operational excellence.
- Strong Client relationship Management with a direct control of all processes and functional departments in the organization.
- Follow up for the candidate(s) invoices and payments.
- Create and Maintain Policy and Procedures. Interface with Human Resources, and all Levels of Management.
- Tracked and updated internal database using ATS like Ceipal.

**Kaushalya Technologies (Now XenialiQ Private Limited)  
Vice President****Mar'17 – Jun'19****Responsibilities:**

- Staffing Business Operations.

- Account Management of Commercial Clients.
- Developing, cultivating, and maturing solid client and partner relationships.
- Responsible for generating new business lead and adding new client to our client list.
- Diversified Business/Recruitment Strategies.
- Technology Contracts and Service Agreements.
- Overlooking the work of our recruiters and keep a close watch on the P/L of the business.
- Strong Client relationship Management with a direct control of all processes and functional departments in the organization.
- Tracked and updated internal database using ATS like Ceipal.

**IDC technologies India Private Limited**  
**Senior Account Manager**

**Jul'16 – Feb'17**

**Responsibilities:**

- My role was more of business development and sales.
- Arrange high-level tie-ups with various clients to facilitate them with manpower resources as per the client needs.
- Working closely with the Hiring managers to generate more business for the company based on the relationship with the client.
- Increased accuracy in client service and invoicing by creating a database ('knowledge base') of key account information.
- Interface with all levels of management and support client's project or Staffing Needs.
- Preliminary screening of candidates to ensure that they meet clients' requirements.
- Building relationships with clients, weekly meeting to gain market trust and promote business.
- Creating good will of company among various clients.
- Maintain internal database system.
- Tracked and updated internal database using ATS like Job Diva.

**Freelance Recruiter**

**Jan'12 – Jun'16**

**Headstrong Services India Private Limited, (Now Genpact Headstrong Capital Markets)**  
**Assistant Manager**

**Apr'10 – Dec'11**

**Responsibilities:**

- Managed end to end Resource Management for Delivery group, it currently has 3500+ employees.
- Translated the yearly growth numbers into quarterly recruitment plans to achieve the unit's overall growth targets.
- Acted as Liaison between corporate management team (Business Unit Heads, Practice directors and delivery directors) and validated their resource requirements to ensure they are in-line with the overall growth numbers.
- Working with project teams to manage the daily operation to ensure SLAs are maintained.
- Conducting weekly/monthly business review meetings with the customers.
- Provided individual coaching feedback sessions, and weekly one-on-ones that focus on improving customer satisfaction.
- Served as a leader and point of contact for escalated contact resolution of a supervisory nature or complex problems.
- Responsible for People Management i.e., performance appraisals, goal setting, training and mentoring talent to grow within organization & control attrition.
- Developed short, medium and long-term plans for improving the effectiveness and efficiency of service operations that will generate a positive impact to the team or clients
- Monitored performance against agreed metrics and provided clients and partner functions with regular and ad hoc Management Information (MI).
- Single Owner of all delivery, people and contractual requirements for Large Global Customers and single point of contact for issues and escalations and has complete ownership of resource planning & resource allocation.
- Worked closely and established high level of trust with Account Managers to support growth opportunities and in managing client perceptions.
- Provided analysis and advice to management in the areas of operations, resource management, finance, revenue accounting, pricing, and/ or contracts.
- Performed competitive analysis and worked with account team to close deals.
- Responsible for managing multiple client projects at one time.
- Ensured smooth flow of the resourcing process and timely fulfilment of resourcing targets by maintaining comprehensive documentation and detailed status reports for the team and senior management.
- Reduced fulfilment time by efficient workforce planning and keeping sufficient resources in Pool.

- Managed end to end IT (niche skills), Corporate Leadership & Global Sales hiring.
- Handled and managed Walk-ins and technical tests.
- Processed offer letters and assisted new hires with on-boarding requirements.
- Involved in Campus Recruitments, Brand building & Quality hiring.
- Coordinated ad-hoc reporting regarding recruiting progress and evaluated the performance of Recruitment partners on a monthly / quarterly basis.
- Involved in sharing technology trends and compensation and benefits to respective stake holders on periodic basis.
- Tracked and updated internal database using ATS like Taleo.

**Cap Gemini Consulting India Private Ltd.**  
**Officer-Recruitment**

**Apr'07 - Mar'10**

**Responsibilities:**

- Worked in pilot process of US Staffing.
- Mentored and trained new technical recruiters.
- Prepared multiple reports like attendance, performance, incentive, etc.
- Responsible for designing and implementing recruiting strategies including coordinating advertisements, cold-calling, and networking for various positions.
- Consulted with account managers to understand the skills required for each position in order to effectively match qualified candidates to organizational needs.
- Responsible for the recruitment and selection of candidates, including the selection process, screening and pre-qualifying applicants, interviewing and conducting or coordinating reference checks, preparing and delivering required feedback and correspondence to applicants.
- Worked with hiring manager and HR representatives to prepare and present offers of employment and to ensure that all Staffing Process are followed in all phases of staffing from recruitment to hire including successful submission of pre-employment paperwork and documents by candidates prior to start of employment and compliance to assigned metrics in all staffing activities.
- Worked with external resources including temporary agencies, contract search and internet sourcing tools.

**Syntel Inc. (Now Atos-Syntel)**  
**Executive – Recruitment**

**Jul'05 - Feb'07**

**Responsibilities:**

- Performed external recruitment, internal staffing, and selection procedures (job posting and advertising).
- Screening and shortlisting of resumes, conducted initial HR interview, initiated release of offer letter, transfers of H1 B documents, relocation of candidate.
- Coordinated with immigration team and firm's lawyers on legal issues pertaining to documentation for US visa.
- Acted as point of contact and initiated request for the travel of New Hire - Hotel accommodation, car rental.
- Managed relocation processes and assisted new joiner(s) in claiming reimbursements on Syntranet (SAP Tool).
- Managed employee on-boarding including raising requests for Employee ID, Employee E Mail ID, Syntranet (SAP Tool) Login Id's and passwords.

**I-energizer India Private Limited**

**Sept'03 – Jun'05**

**Honors & Awards**

- Employee of the month for maximum number of joinings in a Day - Genpact Headstrong Capital Markets
- Employee of highest Revenue Maker - XenialiQ Private Limited

**Education:**

- Pursuing PGD-HRM from IIM, Ahmedabad, Distance Learning.
- Bachelor's In Computer Application from Dr. B. R Ambedkar University, Agra.

**Licenses and Certifications:**

- Agile and Scrum Certified– Udemy Learning  
Certificate Id: UC-475be3b8-6ca6-464b-8cff-96f0358faea1
- Supply Chain Basics for Everyone - LinkedIn Learning  
Certificate Id: AXIfTBIJTH0xr-1bVM6Irom2OMUz

- Improve your Leadership Communications - LinkedIn Learning  
Certificate Id: Afm116O9oZs1z3BqYJVluOMw-tmE
- How to build rapport - LinkedIn Learning  
Certificate Id: ARl\_jKhSWxLF4QStwMrl4sMBlvBr
- Effective Listening - LinkedIn Learning  
Certificate Id: AVnZCOjXQ\_hMYImfyQFX0o7TCqNu
- Transformational Change - LinkedIn Learning  
Certificate Id: AR2dT7CFHa6ujulQAIO8Xmva9-Fz
- Sales: Closing Strategies - LinkedIn Learning  
Certificate Id: ARiLRHA6305FE58YOT1twGw8ZJuQ
- Sales Fundamentals - LinkedIn Learning  
Certificate Id: AabPTCW-Lhk9TV1v7\_BM9IH8bgfs
- Sales Prospecting - LinkedIn Learning  
Certificate Id: AZvd58fkQGdkjQ2e8zWNSCWPVQU5
- Soft Skills for Sales Professionals - LinkedIn Learning  
Certificate Id: AZNKVj7nirWaxfGSeiyhGTyh7Gb8