

SHIKHA RAI

HOUSE# F-99/B, KUNWAR SINGH NAGAR,

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Objectives

To constructively contribute towards the Corporate Mission and in the process imbibe all the team handling skills and put into practice the best experiences for all round development of self & associates.

Work Experience:**MOUNT TALENT CONSULTING****➤ Lead HR (Oct 2021 – Till Date)****➤ Joining & Induction: -**

- Completing joining formalities
- Responsible for corporate Induction program for all new hiring's. Acquainting the new joiners with the company policies, organizational culture, job profile and existing employees.
 - Arranging and assuring the technical /Functional Induction trainings with different departments.

➤ Employee Records: -

- Maintain personal files for employees.
 - Preparing and sending appointment letters to newly hired candidates.
 - Processing and issuing of various letters like Appointment letter, probation, and confirmation letters & keeping the proper track of the same.
 - Issuing contract extension or termination letters to concerned employees.
- Preparing and issuing address proof, Pan card & loan letters to employees after verifying the details.

➤ Employee Exit Process: -

- Conducting employee exit interview and sharing feedback with the management.
- Updating the records in MIS for left cases.
- Assuring clearance process, Relieving and full and final settlement

➤ Employee Grievance Handling**➤ Responsible for all HR activities**

NIKOS CONSULTING

➤ HR Recruiter (Mar 2020 – Feb 2021)

- Hiring for the profiles assigned.
- Posting jobs on different portals for the requirement received by the clients.
- Interacting with the Clients to understand the requirement of hiring, budgets etc.
- Sourcing the candidates and aligning them for the interview.
- Taking end to end responsibility till the joining of the candidates.
- Taking care of HR Interns.
- Making the reports and taking care of their sourcing.
- Taking care of the clients on behalf of my team.
- Handling all the HR related MIS
- Handling employee grievances
- Getting the offer letter released
- Taking care of the exit formalities

FCS Ltd - For Canon India Pvt. Ltd.

HR Team Lead (Nov 2015 – Jan 2020)

Develop HR policies and ensure employees understand and comply with them

- Implement effective sourcing, screening and interviewing techniques
 - Assess training needs and coordinate learning and development initiatives for all employees
 - Manage employees' grievances
 - Create and run referral bonus programs
 - Measure employee retention
 - Oversee daily operations of the HR department
 - **Team Leader – Operations (Oct 2014 – Oct 2015)**
 - Maintaining reports for internal reference
 - Meeting the SLA (service levels) and targets set by the client.
 - Guiding & motivating the team of around 20 agents to meet the set targets.
- Update dissemination to team during the team meets.
- Responsible for developing CSAT communication to heighten awareness to improve overall customer experience.
 - Monitoring calls & Providing Feedback to Agents. Providing feedback regarding areas of opportunities and improvement required.

Aegis BPO

➤ Specialist – Training (August 2013 – Till May'14)

- Taking care of the process and product training for the Airtel Mobility services. Includes the pre paid and post paid product.
- Apart from mobility also specialized in Airtel money M-commerce services.
- Basic KRA to chase the monthly targets and over achieving the same.

➤ Guiding and motivating the batches to deliver the desired goals.

➤ **Sr. Executive – Operations (April 2012 – July 2013)**

➤ To handle emails from Airtel customers. Was a part of the premium process NET (National Escalations Team), designed to resolve the concerns which went unanswered or where the resolution was not given to the customers.

➤ Some other responsibilities include calibrating emails with the Quality team.

➤ Was amongst the top 10% performers throughout. Due to this I was given more additional responsibilities to perform much earlier than the regular time frame.

➤ Have successfully performed my role as a mentor to new team joiners, which involved the extensive support to the new joiners during the OJT process.

VritiInfocom

➤ **Asst. Manager – Customer Support (Jan 2009 – Nov 2009)**

➤ Handling different teams under customer support.

➤ Guiding and Motivating the Team Leader to deliver the desired goals.

➤ Client Handling – Taking con-calls, meeting to understand the product requirements and timely up gradation of the same in the organization.

➤ Responsible for customer satisfaction.

➤ Responsible for overall quality and compliance of customer support.

Previous

Aegis BPO

➤ **Sr. Team Leader (Feb 2007 – Dec 2008)**

➤ Maintaining reports for internal reference

➤ Meeting the SLA (service levels) and targets set by the client.

➤ Guiding & motivating the team of around 20 agents to meet the set targets. Update dissemination to team during the team meets.

➤ Responsible for developing CSAT communication to heighten awareness to improve overall customer experience.

➤ Monitoring calls & Providing Feedback to Agents. Providing feedback regarding areas of opportunities and improvement required.

Previous

vCustomer India Pvt Ltd. (New Delhi)

➤ **Team Leader (Oct 2005 – Nov 2006)**

➤ Job responsibilities include all responsibilities as a Team Manager with additional emphasis on developing Leadership skills & motivating the Team Members to meet Organizational Goals.

➤ Maintaining reports for client as well as internal reference

- Meeting the SLA (service levels) and targets set by the client.
- Guiding & motivating the team towards the achievement of the set targets.
- Client communication and update dissemination.
- Training the newly joined on the product and Voice and Accent.
- Monitoring calls & Providing Feedback to Agents.
- Providing feedback regarding Areas of Opportunities and improvements required.
- Responsible for developing CSAT communication to heighten awareness to improve overall customer experience.
- Responsible for making recommendations and driving improvement in overall Quality, Compliance and CSAT results for the Process.
- Supporting the company's pursuit of high quality service to internal and external customers for enhancing customer experience.
- Identifying improvement opportunities, developing and driving appropriate action plans within the Process.

➤ CCE (Customer Care Associate), (Sep. 2004 – **Sept. 2005**)

- To handle Inbound calls from US Customers for Retail Process.
- Consistently and effectively implement the Performance Management Process to maximize self as well as Team's performance.
- Some other responsibilities include Calibrating calls and Errors with the Quality team.
- Analyzing and interpreting performance data and preparing presentations to present to my Managers & Team Members.
- Was amongst the top 10% performers throughout. Due to this I was given more additional responsibilities to perform much earlier than the regular time frame.
- Two months after joining my profile I started handling SPOC roles for AHT and C-Sat. I was able to drive the team towards improving the scores tremendously.
- Have successfully performed my role as a mentor to new team joiners, which involved call monitoring, coaching and feedback.
- Have successfully rolled out a plan for the Mentor-Manatee programmed, which has been applied, on the skill level.

Previous

NHAI (National Highways Authority of India)

➤ **Front Office Executive (Nov 2003 – July 2004). – CONTRACTUAL JOB**

- Handling front office work & Organizing & Planning Office Activities.
- Keeping track of all the mails and tenders filed by the companies.

Education Qualification

- Pursuing Human Resource Management from IIT Kharagpur – 2020-2021
- Electrical Engineering from BTE, IP University New Delhi.
- Completed schooling from DevSamaj Modern School, Nehru Nagar, New Delhi.

Achievements

- Successfully worked on & implemented a Quality & Feedback system, at VCustomer, to Coach newly joined towards achieving Targets.
- Was selected as the best performer for Quarter 2 of 2005 in vCustomer.

Interest/Hobbies

- Enjoy meeting people & Making new friends.
- Listening Music, Singing, Dancing & Painting

Personal Details

DOB	: Aug 10th 1982.
Marital Status	: Married
Husband's Name	: Mr. Kuldeep Singh
Languages Known	: English, Hindi
Nationality	: Indian