

KRITIKA GROVER

CONTACT



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Gurgaon , Haryana 122002

SKILLS

- Regulations.
- 3+ years of experience in human resources
- Management, specializing in recruitment
- Employee relations, and performance
- Management. And, 3 years of working
- Experience in the field of Sales & Customer
- Care.
- Proven track record of implementing HR
- Policies and procedures to ensure
- Compliance with labor laws and company
- Strong interpersonal and communication
- Skills, with the ability to build positive
- Relationships with employees, management
- And external stakeholders.
- Proficient in HRIS (Human Resources
- ITSKILLS-
- Microsoft Office
- Microsoft Excel
- Microsoft Word

CAREER OBJECTIVE

Accomplished leader with expertise in managing HR functions and teams. Proven track record of developing and implementing successful policies and processes to improve efficiency and effectiveness. Adept at delivering world-class recruiting, onboarding, and training. Leverages exceptional communication and interpersonal skills to build and maintain strong relationships with employers, employees, and stakeholders.

EXPERIENCE

August 2020 - Present

Human Resources Coordinator

Jointventuree.com

- Assisted in the recruitment process, including job postings, screening of resumes, scheduling interviews, conducting reference checks and making offers.
- Drafted documents such as employment contracts, offer letters, termination notices and other correspondence.
- Conducted new hire orientations to ensure employees understand company policies and procedures.
- Monitored progress of new hires during their probationary period through regular check-ins.
- Provided guidance on personnel matters such as performance management, disciplinary actions, benefits administration and conflict resolution.
- Created and maintained employee records in accordance with established guidelines.
- Answered questions from employees regarding benefits packages or other workplace issues.
- Reviewed human resource paperwork for accuracy and completeness by verifying and correcting data.
- Organized and facilitated employee training and development programs.
- Provided comprehensive administrative support to the human resources department, including coordinating recruitment activities and managing employee records.

October 2018 - July 2020

Sales Manager

Zomato

- Achieve growth and hit sales targets by successfully managing the sales team
- Design and implement a strategic business plan that expands company's customer base and ensure it's strong presence

- Hotel Business Software+ S Micros
- Wages and Salary
- Audit Facilitation
- Benefits Programs
- Time Management
- Customer Relations
- Equal Opportunities Facilitation
- Employee Timesheet Processing
- Correcting Submissions
- Microsoft Office Suite Expertise
- Workforce Improvements
- Exit Interviews
- HR Support
- Staff Compensation
- New Employee Orientation

LANGUAGES

- **English**
Fluent
- **Hindi**
Fluent

- Own recruiting, objectives setting, coaching and performance monitoring of sales representatives
- Build and promote strong, long-lasting customer relationships by partnering with them and understanding their needs
- Present sales, revenue and expenses reports and realistic forecasts to the management team
- Identify emerging markets and market shifts while being fully aware of new products and competition status.

March 2017 - February 2018

Customer Care Associate

Accenture

- Managing a team of representatives offering customer support.
- Overseeing the customer service process.
- Resolving customer complaints brought to your attention.
- Creating policies and procedures.
- Planning the training and standardization of service delivery.
- Selecting and hiring new staff.
- Monitoring the work of individual representatives and of the team
- Conducting quality assurance surveys with customers and providing feedback to the staff.
- Possessing excellent product knowledge to enhance customer support.
- Maintaining a pleasant working environment for your team.

October 2013 - July 2014

Senior Credit Specialists

American Express India Pvt.Ltd

- Assisted in the financial analysis, credit underwriting and approval process.
- Identified cross sell opportunities, preparing credit approval packages, annual reviews, renewals of credit, client credit proposals and coordination of document preparation and closings

September 2012 - May 2013

Debt Settlement Officer

Fusion

June 2010 - January 2012

Order Taker

Sheraton , Dubai Creek Hotel & Tower, Dubai

- Challenges needed to be addressed through training and group activity initiatives
- Meeting students in Universities and Colleges to collect research data through questionnaires and interviews; in order to understand the gap between theoretical and practical learning; deficit in soft skills; interview readiness; challenges in employability etc
- For better placements.

- Meeting and keeping a liaison with client HRs in order to understand their needs, reviewing their HR processes and seek input on the challenges faced by them in managing HR processes.
- Briefing HR on the findings of training assessment exercises, employee level of motivation and general team concerns; and contribute to the implementation of non-monetary workforce retention programs.

EDUCATION

January 2010

B.A. in International Hospitality Management

Edinburgh Napier University, Institute of Hotel Management (IIHM), Delhi

January 2014

M.B.A in HR

Vinayaka Mission University, Salem, Tamilnadu