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## Sr. Global Talent Acquisition Manager & Business Development Executive

*Accomplished leader with comprehensive experience streamlining company's strategy and operational processes, managing internal/external technical talent, and customer relationships.*

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A talent acquisition professional with 18 years of experience in IT Recruiting, Team management and Interviewing. Firsthand experience with full life cycle Training (both Contractual and Permanent) across levels from Entry Level to Management level positions through temporary placement activities like networking, phone interview, reference check, negotiating salary offer, offer extension and employee referral. Excellent Human Resources HR skills & strong verbal communication abilities at all organizational levels. Excellent experience in IT Recruiting Industry as a Sr. IT Recruitment Manager/ Delivery manager/Account Manager. Have managed & handled 40+ recruiters and 4 teams (Managers and Team leads) including onsite (USA & Canada) and offshore (India). 16+ years of experience in managing full cycle recruitment of IT Professionals for reputed clients in US (Federal & Commercial). Also, Senior sales, business development, operations/supplier management, and services delivery professional with solid experience working with large and small companies across multiple industries such as financial services, healthcare & life science, information technology, state & local education, federal, transportation and the manufacturing industry to develop relationships and sell SaaS-based solutions. Deep understanding of customer technical environments, cloud, virtualization, networking, storage, security, and full lifecycle application development, gives me a unique capability to effectively map business and technical requirements into solutions that meet customer goals. Experience includes designing and implementing enterprise-wide sourcing models across various vendors and categories to improve effectiveness and efficiency in sourcing activities to drive business value to the organization. Develop, recruit, staff, and augment delivery across various products & Services. Demonstrate strong organizational and attention-to-detail with the ability to multi-task and learn quickly. Instrumental in using innovation and process improvement practices to increase Revenue, Recruiting, Retention, Sales, and Utilization. Extremely versatile and adaptable to industry needs.

### Highlights of Expertise

- Creative Lead Generator
- Expert Cold Call Skills
- Diverse Domain Expertise
- U.S. & Global Recruiting Methodologies
- Strategic Account Planning & Execution
- Program/Project Management
- Business Analytics
- New Logo Acquisitions
- Contract Negotiation
- Marketing & Sales Campaigns
- Operational Excellence
- Cross-functional Team Leadership
- Diversity, Equity & Inclusion Change Management
- Workforce Management
- Customer Relationship Management
- 360° U.S. & Global Technical Recruiting/Outsourcing Experience
- Procurement/Global Supplier Alliance Management
- Contract Staffing & Redeployment Strategy
- MSP Client Management
- Supplier Risk Management
- Employee Retention & Development

**Other Skills:** MS Office Suite; ATS; Bullhorn, iCIMS, Jira, Job Diva, LinkedIn Sales Navigator, PeopleSoft, SAP, SharePoint, Workday, ZoomInfo. Various Web Conferencing Platforms; Enterprise Calendly; Presentation skills.

**Workforce Management Skills:** SAP Ariba, SAP Fieldglass, Beeline, MS Dynamics 365, NICE inContact, Oracle Procurement Cloud, Salesforce, Workforce Logiq, Vanta, VectorVMS, Zoho, as well as collaborating directly with customers using their tools; Business analytics.

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## Career Experience

### V2Soft Inc., Bloomfield Hills, MI (Remote)

#### Global Talent Acquisition Manager (Acting Associate Director), Recruitment - IT Workforce Management/Staffing (Jan 2022 – Present)

A high performance, leading technology solutions and consulting company providing Global IT services, Workforce Management/Staffing, and workforce management solutions.

##### Responsibilities:

- Primarily responsible for managing end-to-end recruiting and little sales within the company.
- Job duties include understanding hiring needs, assigning job requirements, prioritizing, reviewing resumes, approving final submission, coordinating interviews, finalizing hires, and getting resources onboarded.
- Manage the onsite and offshore recruiting team and monitor their performance so they meet the targets set.
- Design, develop and maintain the recruitment process in the organization (including its description, recruitment measurement definitions, regular measurement reporting, taking proper actions to close gaps)
- Managed & handled 40+ recruiters and 4 teams (Managers and Team leads) including onsite (USA & Canada) and offshore (India).
- Explore the market best practices in the recruitment and staffing and implement appropriate best practices in the organization.
- Build a quality relationship with the account managers, recruiting team, customers, line managers and external recruitment agencies.
- Monitored constantly worked towards reducing the costs of the recruitment process.
- Build market position by finding, developing, defining, and closing business relationships.
- Set the social media communication strategy for different job profiles and functions in the organization.
- Conducted job interviews for the job positions (or key jobs in the organization)
- Attended networking and recruiting events as needed.
- Had good customer interaction and client interfacing, as required.
- Selling V2Soft products and services: Effectively map business and technical requirements into solutions that meet customer goals and IT challenges in: IOT, IIOT, AI Software Testing & Testing Automation, Autonomous Technology, Application Development & Transformation, Digital Services (including big data analytics and MDM), Cloud, Blockchain, and U.S. & Global IT workforce solutions.
- Coordinate between presales, account teams, recruiting, and delivery to create the right solution and resolve customer issues quickly.
- Manage large IT Workforce Management/Staffing and MSP clients in diverse domain industries, finance, SLED, automotive OEMs, power, healthcare, and manufacturing, using SAP Ariba, Fieldglass, and Beeline. Develop, train and support team members and Recruiting partners on same.
- Continually keep a pulse on the latest best in class technology; partner with IT to lead cross functional teams to implement innovative solutions from small to high complexity enterprise initiatives, and drive adoption through robust change management.
- Recommend software integration and dashboard creation to provide visibility to leadership.
- Continuously improve existing Workforce Management and Vendor Management tools and solutions to provide the optimal user experience with a focus on ease-of-use and efficiency.
- Collaborate with recruiters; coordinate client interviews, provide insight and guidance to candidates selected for interviews by the customer.
- Work closely with the HR and accounting team to ensure timely onboarding for identified hires, purchase order approval, renewal, and current employee retention and redeployment, etc.

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- ♦ Worked with the team on Supplier Diversity Program and represent the company in various Minority Business Enterprise (MBE) committees, conferences, and resolver groups to drive new business development and strategic sourcing opportunities.
- ♦ Collaborate to drive the expansion of V2Soft's Supplier Diversity program globally across Canada, India; analyze spend data and establish partnerships to implement and provide strategic sourcing and project opportunities.
- ♦ Improving sustainability and change management efforts by developing Supplier Diversity Policy documentation and standard operating procedures, forming metrics and key performance indicators (KPIs), and cultivating a partnership with the National Minority Supplier Development Council (NMSDC, FSMSDC, MMSDC, and GMSDC).

**SCI Group, Vienna, VA**

**June 2020 to April - 2022**

**Sr. HR Manager/ Resource Manager (Federal Recruitment)**

A global IT services and Federal recruitment consulting provider, partners with clients to navigate and simplify the modern complexities of business and technology.

**Responsibilities:**

- Managing company staff, including coordinating, and supporting the recruitment process.
- Onboarding newcomers to the company.
- Determining suitable salaries and remuneration.
- Providing the necessary support systems for payroll requirements.
- Developing adequate induction and training.
- Supporting employee opportunities for professional development.
- Managing succession planning of staff.
- Assisting with the performance management and review process.
- Building & fostering strong client working relationships.
- Understanding needs of client staffing requirements and working with the delivery team to deliver high quality candidates.
- Build strong relationships with consultants working at client sites, understand and resolve their issues/challenges.
- Keep employee handbook updated.
- Work on worker's compensation claims if needed & coordinate with employee as required.
- Wage Garnishment Orders. Coordinates with Employee & Payroll processing company.
- Complete the employment verification for past and current employees via phone and email when required.
- Work closely with Sr. Directors & VP's to completes any other tasks assigned.

**Techligent Systems, Inc, Vienna, VA (Contract)**

**Jan 2020 to June 2020**

**Delivery Manager / Lead**

IT Consulting firm and a top player in providing quality technology services, anywhere, and anytime.

**Responsibilities:**

- Maintain knowledge of trends, best practices and innovative technologies in human resources, talent management, and employment law.
- Collaborated closely with employees and provided necessary information, resolved issues.
- Maintained compliance with federal, state, and local employment laws and regulations (E.g., ACA, FMLA, FFCRA, FLSA, HIPAA etc.), and follows recommended best practices; prepares/reviews policies and practices to maintain compliance.
- Kept employee handbook updated.
- Addressed specific issues related to health insurances with Insurance company/ broker.
- Prepared for audits, new hire documents, health insurance enrollment material, insurance invoices, premium tables etc., and reviews and took part in selection of renewal policies.
- Prepared 401(k) contribution reports, verified enrollment data, changes, loan requests, terminations.
- Prepared payroll reports, works with payroll company.

**ARK Solutions, Inc, Reston, VA****March 2018 to Sep 2019****Delivery Manager**

Innovative IT and Consulting Solutions firm specializing in Data Center Architecture, Automation, Multi-Cloud Management, and Business Process/IT Outsourcing.

**Responsibilities:**

- Building & fostering strong client working relationships.
- Understanding needs of client staffing requirements and working with the delivery team to deliver high quality candidates.
- Build strong relationships with consultants working at client sites, understand and resolve their issues/challenges.
- Engaged in Business-to-Business sales with new and existing clients for supplemental staffing or long-term consulting engagements in the fields of Information Technology, Business Applications, and Telecommunications.
- Consistently communicating with Senior Level IT Directors and Management to understand their needs and help gain advantages for future business opportunities.
- Maintaining vendor relations by providing ongoing communication and problem resolution for internal and external employee conflicts and deficiencies.
- Working closely with Delivery (Recruiting) Team to identify, screen and place technical resources.
- Consistently evaluating client base and future business opportunities to ensure and validate an efficient strategy, growth, and profitability.

**Asta CRS Inc, Ashburn, VA****Oct 2016 to March 2018****Recruitment Lead**

Innovative IT and Consulting Solutions firm specializing in Data analyst, Business analyst, Developers and Quality.

**Responsibilities:**

- Responsible for Sourcing, recruitment, screening, selection of candidates for hourly, salaried non-exempt, exempt, managerial, and/or executive positions.
- Circulated requirements to Vendors to get resumes from the third party.
- Searching resumes using job portals like Dice, Monster, Career Builder, Indeed and Google Boolean search.
- Discussing requirement with the candidate and evaluation of profile against requirement.
- Rate negotiation with Green Card /US Citizen Candidates on W2 or 1099 terms or Corp to Corp rates with third party in case of H-1 visa candidates.
- Scheduling Interviews and follow-ups with Account/Hiring Managers.
- Monitoring performance of recruiters reporting to me and providing support as required maintaining lofty standards of quality norms.
- Locating, Selecting & Training new recruiters.
- 3rd Party vendor development and relationship building for greater supply of resumes.
- Selection & screening of candidates for joining the organization on W2/ H1B Transfer.
- Negotiating on salary & completing the joining formalities.
- Working on requirements from Implementation Partners like Sherwin Williams, Amtrak, WMATA.
- Created job descriptions and posted them on Indeed, Craigslist, Dice, CareerBuilder, and other posting tools.
- Allot Candidates to marketing recruiters.
- Update Management regarding the progress and issues.
- Worked on Master Agreements and Purchase Order and completing all legal documents.
- Payroll generation, Coordinate with finance dept and update regarding leave.

**Numann Technologies, Bay Area, CA****Jan 2014 to Sep 2016****Resource Manager**

IT consulting firm providing top quality candidates especially in the Bay Area, CA.

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**Responsibilities:**

- Responsible for management of full life cycle recruitment for various clients starting from gathering the requirement from the account manager and allocating assignments to recruiters, identifying, and screening the candidates, submitting the resumes, scheduling their interviews, and closing.
- Conducted phone and in person interviews, reviewed resumes and evaluated candidates to find the most qualified IT professional for client's requirements.
- Performed detailed and thorough reference checks, reviewed candidate's qualifications to meet customer's requirements and business initiatives.
- Requirement distribution to Technical Recruiters.
- Motivating, guiding, mentoring recruiters to achieve higher levels of performance.
- Searched resumes using job portals like Dice, Zip recruiter and indeed.
- Screened resumes that matched the skill set with the requirement.
- Discussed requirements with the candidates and did evaluation of profile against requirement.
- Rate negotiation with Green Card /US Citizens candidates on W2 or 1099 terms or Corp to Corp rates with third party in case of H-1 visa candidates.
- Scheduling Interviews and follow-ups with Account Managers.
- Made sure delivery of candidates through all the necessary agreement documentation administration.
- 3rd Party vendor development and relationship building for greater supply of resumes.
- Actively participated in growth strategies and infrastructure & resource development.

**Sutherland Global Services, Mumbai, India****Nov 2005 to Sep 2013****Recruitment Lead**

A multinational professional services firm offering assurance, financial, and business advisory services to financial, government, technology, and telecommunication industries.

**Responsibilities:**

- Managing full life cycle Sales and Recruiting activities for India to include posting positions, prescreening & interviewing candidates over phone, obtaining leads and reference checking, client interview arrangements, closing and offer preparation.
- Responsible for closures of technical professionals into both contract and permanent employment opportunities.
- Strong experience with high volume recruiting.
- Possess an intense sense of Urgency, Flexibility and had sole responsibility of one of major account.
- Working with Accounts / Resource managers on all staffing related issues, such as recruitment, selection of candidates, offers, salary negotiation, interview techniques and closing candidates.
- Negotiating, Reviewing and Executing Master Agreements and Bill Rates with Vendors and Clients.
- Performing reference checks and arranged drug screens and background checks on applicants.
- Developing effective and innovative recruiting strategies for attracting and sourcing high quality technical candidates for client companies.
- Forming strategic partnerships with senior management to determine staffing needs.  
Participating in weekly recruitment meetings, conference calls, focusing on troubleshooting difficult positions and managing client issues.

**Education:** Bachelor of Commerce, University of Mumbai, 2005, India