**CURRICULUM VITAE**

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***Career Objective:***

* Having 4 years of Experience in Customer Service and 18+ months of experience in HR & recruiting
* Seeking a challenging position in a company offering an opportunity for growth where my

Knowledge& skills will enhance the productivity and performance of the company.

***Education & Skills:***

* Maharaja Sayaji Rao University - Bachelor of Arts **(2005 - 2008)**
* Symbiosis College, Pune – PG Diploma in Human Resource Management.**(2013 – 2015)**
* MS Office – Word, Excel, PowerPoint

***Experience:***

**IMS People (Interactive Manpower Solutions) Oct 13 – Present**

***Recruitment Consultant***

* Recruiting on the requirements from both IT & Non IT.
* Sourcing the candidates from carrerbuilder, monster, Dice and other Job portals.
* Initial screening of candidates over the phone to check their Communication Skills, Tech Skills, Soft Skills & Suitability for the position. Negotiating and finalizing salaries for candidates selected.
* Understanding the client’s requirement, processing the requirement within a stipulated time frame, thus converting client’s requirements into revenues.
* Hands on experience working on ATS like Job diva and Maxhire and VMS portal like Field glass.
* Worked as a part of recruitment team, responsible for identifying qualified candidates as per clients need.
* Actively build and maintain candidate’s pipeline and extensive use of internal candidate database as and when required.

**Apidel Technologies Aug 12 – Oct 13**

**HR & Recruiting**

***Jr Recruiter***

* Recruiter for IT and Telecommunication clients and responsible for sourcing, calling and Closing and Submitting to improve staffing services.
* Involved in end\*to\*end complete life cycle of the recruitment process such as candidate sourcing, qualifying skills, interviewing candidates, fixing interview\*scheduling and closing.
* Understanding the client’s requirement, processing the requirement within a stipulated time frame, thus converting client’s requirements into revenues.
* Anticipate client's needs and provide recruitment solutions in a timely, effective and build manage candidates with respect to hierarchy of position levels.
* Sourcing of relevant candidate through the database, job portals, references and head hunting for requisition of clients.
* Initial screening of candidates over telephone to check their Communication Skills, Tech Skills, Soft Skills & Suitability for the position. Negotiating and finalizing salaries for candidates selected.

**Office Beacon Pvt Ltd. Jan 12 – Jul 12**

**E-Commerce**

***Customer Service Executive***

* Responsible for calling US customers and convince them to get register online by logging into company website.
* Providing quotes for graphics and digitizing and generating orders.
* Coordinate with in-house team for graphics and digitizing orders.
* Able to provide fast service with ready EM, DST, PDF files with completed art work within 24 hours and meeting customer demand.
* To get Customer satisfaction and solving queries very efficiently and smoothly to improve the image of organization.
* Generate revenue for company.

**FCM Travel Solutions India PVT Ltd Sep 09 – Dec 12**

**Tours & Mice**

***Travel Consultant***

* I had worked as travel consultant for Tours & Mice. I was responsible for domestic Hotel booking, Car booking and tailor made custom packages.
* Responsible for Hotel and car booking 80 corporate and leisure travel anywhere in India.
* Coordinating with the Customers and setting the Customer base and providing them ease & Hassel free travel.
* Can solve passenger queries very efficiently and smoothly to improve the image ofOrganization. Able to make clients feel Served not being served.

**Spencer Hyper Mall Apr 08 – Dec 08**

***Customer Service Executive***

* Assisting customer in buying products and helping them out in their buying needs.
* Handling unsatisfied customer on case to case basis and bring resolution to their problem.
* Cash counter handling during rush hours.