**Deepshikha Bargujar**  **E-Mail:** [deepshikha.bargujar@gmail.com](mailto:deepshikha.bargujar@gmail.com)

**Contact:** 09958444312 & 09815154312

**Preferred Location:** Chandigarh & Panchkula

***CAREER CONSPECTUS***

**Certified Human Resource Manager by Vskills (Recognized by Government of India)**

Human Resource Management Project Management Compensation and Benefits Analysis Client Relationship Management Market Research Consulting Operations

Survey Management Recruitment Training and Development

Data Analytics Team Management

**AON Hewitt – Global Talent and Organization Consulting**

**Sr Analyst – Consulting Operations (From Jan’11 to Oct’12)**

**HR Operations and Project Management**

* **Project Manager** for multiple projects and handled the end to end cycle and delivery of the project.
* **Planning Recruitment**
* **End-to-End Recruitment Specialist, Managing complete recruitment life cycle.**
* **Understanding job description, screening resumes, submitting, interviews, follow ups, selection & confirmation , Documentations and start ups.**
* **Maintenance of Candidate pool for future requirements.**
* **Campus Recruitments.**
* **Manage a team of analysts** which involves their allocation of work and performance management.
* **HR Generalist Activities.**
* **Analyzing, Organizing & Compiling MIS reports.**
* **HR administration.**
* **HR Compliance issue handling.**
* **Preparing and presenting presentations for leadership for HR related matters and updates.**
* **Employee Records maintenance.**
* **Imparting induction and presentation skill trainings.**
* **MIS Reports for HR, Compliances and Training.**
* **Organizing employee engagement initiatives.**
* **Compensation and Benefits Administration.**
* **Data Analytics**

**Human Resources Executive (From Feb’08 to Dec’10)**

**Team Operations**

* **Ensuring meeting of team and individual targets.**
* **Individually handling assignments of variant skills and complexities.**
* **End-to-End Recruitment Specialist, Managing complete recruitment life cycle ( Understanding job description, screening resumes, submitting , interviews, follow ups, selection & confirmation , Documentations and start ups).**
* Client Interaction
* New Hire Induction
* Exit Formalities
* Managing Employee Records and Attendance
* Conflicts Handling
* Employee Engagement
* **Networking**
* **Headhunting**
* **Employee Referrals**
* Providing coaching and feedback to the new hires.
* Keeping a track of team member’s performance and doing root cause analysis for identifying critical areas of improvement.
* Candidate follow ups.

**Client Servicing**

* Setting out quality standards for various operational areas, ensuring a high-quality client experience while adhering to SLA’s and Standardized Operating Procedures (SOP).
* Assessing client feedback, evaluating areas of improvements and providing feedbacks to the associates on improvements and achieving customer satisfaction matrices.
* Attending client conference calls and for ongoing and special projects.

**Operations Management**

* Mapping client requirements and coordinating in developing and implementing processes in line with pre-set guidelines.
* Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximise client satisfaction level.
* Handling calibration sessions with the client along with Operations Managers and Service Managers.

**Reporting**

* Preparing Daily, Weekly and Monthly reports for the team.
* Preparing Monthly Dashboards and presenting it to the leadership team and associates to show them the trend analysis and health of the processes.
* Preparing MIS reports and other statements with a view to apprise management of the process operations and assist in critical decision-making process.
* Structuring reports to put data from operational transactions into the appropriate business context for each purpose and audience.

**Notable Credits**

* Awarded with the Premier Team Award for successfully completing Boeing Dependent Verification Project for the month of April 2009.
* Awarded Champion Award

**Benefits Analyst (From Feb’07 to Feb’08)**

**Team Operations**

* Got promoted and successfully transitioned the pilot DBP BA process through virtual training.
* Performing extensive research on the workflows created for customers to solve their health care related queries.
* Imparting process trainings and mentoring new hires.
* Maintaining MIS for the team.
* Updating SOPs with required changes on a regular basis.
* Attending client calls on an ongoing basis for sharing updates and new findings.

**Notable Credits**

* Awarded four Quest Awards for implementing quest ideas of improvements.
* Awarded Extra Miller award for the month of May’08 for processing highest number of workflows.
* Implemented three process improvements in the process.

**Analyst (From Nov’05 to Feb’07)**

**Team Operations**

* Processing volumes and tasks assigned within TAT.
* Imparting trainings and mentoring new hires.
* Maintaining and updating MIS.
* Preparing and circulating Minutes of Meetings (MOM) for the team.
* Performing quality audits in the absence of auditor as a backup.

**Notable Credits**

* Awarded Innovation award for identifying and implementing a process improvement which saved cost and time.
* Awarded Endeavour Award for taking extra initiatives, process improvements and processing highest volumes.
* Actively participated in a Green-Belt Project.

***IT SKILLS***

* MS Office
* Mainframe (IBM)
* HTML

***SCHOLASTICS***

* BBA from IP University, New Delhi in 2005 – 1st class.
* MBA (HR and Finance) from Amity University, Noida.
* Class XII from C.B.S.E Board, New Delhi in 2002.
* Class X from C.B.S.E Board, New Delhi in 2000.

***PERSONAL DOSSIER***

* Date of Birth – 24th October 1984
* Address – Flat Number – 231, GH1, MDC Sector – 5, Panchkula, Haryana – 134109.
* Marital Status – Married