**Sandeep Birdi**

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**Senior Management Executive Specialising in “Talent Acquisition, Recruitment, Business Development and Operations”.**

**9 Years of proven track record in:**

* Talent Acquisition & Recruitment.
* Staffing (Contract & Perm), Resource Management.
* Fresher’s/ Lateral Hiring, Volume/Bulk Hiring, Campus Hiring, IJP (Internal Job Posting).
* Business Development, Account Management and Delivery, Client Management.
* Cost Analysis and Business / MIS Metrics – Monthly, Quarterly & Yearly.
* Feedback & Data Analysis, P & L Accountability.
* Handling internal and external Stakeholders.
* Vendor Management, Training and Performance Evolution.
* RFP- RFQ, New& Renewal Contracts, Rate Card Proposal and Start-Up experience.
* Team Leadership and Development, Strategic Planning & Execution.
* Employee Relation (Induction, Joining / On Boarding, Exit Interview, Employee grievance).

**Core COMPETENCISES:**

* Versatile, innovative, results oriented, hands on leader with extensive talent acquisition and resource delivery skills.
* Strong acumen in prompt assessment and resolving problem situations.
* Effective team leader with extensive track record of motivating diverse teams and building successful organizational relations.
* Expertise in formulating and executing various hiring strategies, procedures and business policies.
* Supporting Talent Acquisition activities, partnering with hiring managers on recruitment needs.
* Forecasting potential requirements and efficiently planning in strategic resourcing in order to fill the requirements within scheduled timelines.
* Recruitment Expert with understanding of the market trends, strategies and thinking outside the box for solutions.
* Good team player with ability to build a customer focused team.
* Networking and building strong relationship with the Existing and Prospective Candidates/Client.
* Experience in determining short and long term staffing requirements, creating strategies & action plans to hire the right talent from the market.
* Extensively using Social Media platforms for new age hiring.
* Subject Matter Expert and responsible for mentoring and providing on-going training and support for new recruiters and serve as a resource for learning.
* Good conceptual knowledge and delivery skills with experience in recruitment, career crafting, training and organizational development.
* Team person with focus on to organizational goals; able to consider the needs of both employees and management and bring disparate personalities together to make the team work. A strong team leader /player, training, guiding and motivating teams of professionals towards maximum productivity with exceptional consensus building, negotiation and interpersonal skills, analytical mind & comprehensive problem detection/ solving abilities.

**achievements:**

* Successful management of Million Dollar + Sales Target with consistent track record of over achievement.
* Successful achieved 1.2 Million SG Dollar Target in 2012 and 1.5 Million SG Dollar Target in 2013 (Verinon).
* Received Best Employee and Target Achieved Award in 2012 & 2013 (Verinon).
* Received Best Employee Award in 2009, 2010 and 2011 (Mataflex Technologies).
* Received Best Performance Award with Cash Incentives in the first quarter of joining in 2008 (Cueflux Technologies).
* Increased the Team Performance to a huge extent with effective leadership and motivation (NEIC).
* Received appreciations for the effective on time delivery in 2005 & 2006 (Infosys BPO).

**domain expertise:**

* Industriesexperience - **IT, ITeS (BPO/KPO), Telecom, Banking and Oil & Gas.**

**tools:**

* **Job Portals:** Monster, Jobstreet, JobsDB, Naukri, Dice, Corp-Corp, Timesjobs, USrecruiter.com, Hot-jobs, Net-temps, ATS (Applicant Tracking System). etc.
* **Active on Social Networking Sites like:** LinkedIn, Facebook, Twitter, Boolean search, Google/Bing advanced search, X-ray search, Social Media Community.

**Technology Hired:**

**IT Positions-** Microsoft Technologies, Programming Language, Mainframe Technologies, EPR, CRM, SAP all Module, Oracle, Oracle DBA, Siebel, PeopleSoft, Databases, Embedded Systems, Oil and Gas, Finance & Banking, Hardware & Networking, Sys Admin, Infrastructure, Data Center, Telecom, Storage, Testing, Dataware Housing, SAS Base/BI, Document/Content Management, Legacy Systems, Web Technologies.

**BPO Positions -** Operations Managers, Master Black Belts, Black/Green Belts, Process / Sr. Executives, Call Center Executive (Data, Voice and Data Voice), Technical Support, IT Service Desk, Collection Executive, Operation Manager, Financial Analyst etc.

**ACADEMIC DETAIL:**

|  |  |  |  |
| --- | --- | --- | --- |
| **DEGREE/COURSE** | **UNIVERSITY** | **YEAR** | **%AGE** |
| Bachelor of Information Technology **(BIT)** | MAHE, Manipal University | 2003 | 59 |
| 10 + 2 | Rajasthan Board | 1998 | 51 |

**Professional EXperience:**

**Verinon Technology Solution Pte Ltd. (Singapore) April 2012 To Till Date**

**Manager – Business Development**

* Account Management of existing clients and helping them hire resources for volume positions as well as strategic project based hiring.
* Managing recruitment across mid and senior levels, Leadership hiring across **APAC - Singapore, Malaysia, Philippine, Indonesia and India.**
* Responsible for the end-to-end process of Acquiring Clients, receiving requirements from hiring manager, posting of advertisement, screening and sourcing CV's, headhunting, portal sourcing, social media sourcing, interviewing of candidates and arranging client-candidates interview, salary negotiation with candidates and commercial closures, contract preparation, reviewing contracts and finalizing recruitment procedures.
* Manage backend operations like visa processing, timesheet management, invoicing, and payment follow-ups for smooth delivery of services.
* Identify potential new business opportunities in **Singapore, Malaysia, Australia, Philippines, Indonesia, Taiwan, Hong Kong, and other APAC countries.**
* Responsible for commercial negotiations with clients and contract finalization.
* Formulate and implement effective marketing plan for growing market share in APAC region.
* Leading a 4 member’s team of executives involved in all aspects of Hiring – Volume, Mid & Senior levels.
* Manage the Recruitment Operational Effectiveness regarding channel effectiveness, cost per hiring control, hiring quality control, SLA etc.
* Manage the talent acquisition related processes to ensure its efficient & legal compliance, promote and implement internal talent movement.
* Setup and continuously monitored the recruitment related systems and processes by introducing weekly team meetings and review of monthly scorecard. This helped in building a system discipline, process efficiency and reporting matrices Monitoring conversion ratios to maintain and adhere to agreed SLA.
* Ensure recruitment policy, practices and procedures are monitored, developed and controlled Work very closely with stakeholders to meet all recruitment requirements for staff hiring ensuring that the recruitment services provided meet agreed targets and service standards.
* Develop and manage relationships with key Business Heads and Functional representatives at Client Organizations.
* Independently managed key clients – Account Management, Sourcing & Delivery – 360 degree responsibility.
* Responsible for reducing Offer decline percentage.

**Dicetek Sing Pte Ltd (Singapore) Sep 2011 To Jan 2012**

**Manager – Business Development**

* Develop and manage relationships with key Business Heads and Functional representatives at Client Organizations.
* Consult with Client Senior Leadership to propose key resources / candidates.
* Managed recruitment across mid and senior levels across **APAC - Singapore, Malaysia & India.**
* Lead a 2 member’s team.
* Handled Executive Search - Sourcing, Screening profiles, Scheduling Interview, Coordination between candidate and client, Follow up for Feedback, Offer Letter and Joining.
* Sourcing candidates for worldwide positions through various job sites, cold calling, networking, Internet postings.
* Reviewing and evaluating resumes. Determine qualifications of candidates based on job description criteria and select qualified candidates.
* Responsible for the end-to-end process of Acquiring New Clients and handle Contact and Permanent Staffing.
* Identify Business trends and drive new Business acquisitions.
* Streamline and created new benchmarks for the Sourcing Team.
* Develops and establishes recruiting strategies and processes while managing recruitment services for an organization.
* Manages the development, implementation, and evaluation of recruiting practices and procedures, and supervises and coordinates recruiting and staffing activities.
* Organizing weekly status calls to ensure requirement tracking, status updates, closures, offer to joiner status, new ramp up discussions, strategizing plan of action for forthcoming targets/assignments
* Setting expectations with individual groups such as Practices, Delivery leadership, Accounts, Recruitment and Sourcing leadership and design hiring plans, timeline to staff these positions

**Mataflex Technologies Pvt Ltd. (Bangalore & Singapore) Aug 2009 To July 2011**

**Manager – Business Development**

* Managed complete recruitment life-cycle for sourcing the best talent from diverse sources after identification of manpower requirements.
* Drafting of partnership agreements, Non disclosure Agreements, RFP’s, Proposals
* Identify business opportunities for offshore and onsite delivery solutions in **Asia-Pacific regions like Singapore, Malaysia, Philippine, Hong Kong and USA.**
* Planning and execution for Recruitment at different levels using innovative techniques of Recruitment.
* Lead a team of 12 members (Recruiters - 6, Team Lead-2, Deliver Manager-2, and BDE/Sales-2).
* Sourcing profiles against job specifications using job-boards Monster, Naukri, Dice, Hot-jobs, Net-temps, JobsDB, Jobstreet, and Career-builder etc., internal database and passive searching.
* Devised & implemented a plan to increase requirement from client and ensured delivery on time.
* Involved in client interactions for new & existing business.
* Organizing weekly status calls to ensure requirement tracking, status updates, closures, offer to joiner status, new ramp up discussions, strategizing plan of action for forthcoming targets/assignments
* Setting expectations with individual groups such as Practices, Delivery leadership, Accounts, Recruitment and Sourcing leadership and design hiring plans, timeline to staff these positions.
* Develop and manage relationships with key Business Heads and Functional representatives at Client Organizations.
* Consult with Client Senior Leadership to propose key resources / candidates.
* Create a Client network largely amongst the Senior Management.
* Engage with Business Heads to define recruitment process for new Business.
* Lead a team of executives involved in all aspects of Hiring – Volume, Mid & Senior levels.
* Setting expectations with individual groups such as Practices, Delivery leadership, Accounts, Recruitment and Sourcing leadership and design hiring plans, timeline to staff these positions.
* Building and maintaining an active database of potential candidates on various skill sets by proactively prospecting candidates for current as well as future openings & building database of candidates and companies that represent the best pools of Link well.

**saic india pvt ltD (Bangalore) feb 2009 to july 2009**

**Sr. Executive - Recruitment.**

* Responsible for End-to-End Oil and Gas Recruitment Process consisting of applicant sourcing, screening, interviews, co-ordination of subsequent interviews, offer negotiations with the selected candidates which involves - salary negotiation, counselling them on compensation and benefits, career path within the organization
* Building and maintaining an active database of potential candidates on various skill sets by proactively prospecting candidates for current as well as future openings & building database of candidates and companies that represent the best pools of Link well.
* Preparing the Job Specification and Job Description on time-to-time basis.
* Create action plans for assignments and coordinate assignments with the internal departments.
* Coordinate interviews efficiently and make the events happen.
* Maintain excellent interviews to offer ratio. Coordination and follow-ups on offers and joining.
* Maintain a good pipeline of profiles to maintain a healthy recruitment turnaround time.
* Execution & coordination of the entire recruitment process - screening, scheduling, aptitude test, GD, interview, offer.
* Executing events and floor walking for employee referrals.
* Data Maintenance (MIS) & Offer generation - Salary breakup and negotiation, Candidate tracking and handholding
* Joining formalities, organizing inductions for all newly joined fresher, Employee referrals - Campaigning.
* Online interests - Generating leads from SAIC web interface.
* Handled Vendor Manager and was conduct a vendor assessment before empanelling new vendors.
* Rolling out vendor incentive based on performance.
* Invoicing and Tracking credit notes from the vendors and ensure prompt payment in done within stipulated timeline.
* Initiate vendor meetings to address queries/concerns from the vendors.

**Cueflux technologies pvt ltd (Bangalore) aug 2008 to jan 2009**

**Manager – Business Development**

* Building on the relationships with various Clients.
* Studying technology and client demand trends and forecasting future requirements.
* Creating and maintaining Database of various Offshore and Onsite projects and Resource requirement.
* Creating and maintaining candidate database.
* Suggesting alternatives to Project heads for resource management.
* Performing recruitment lifecycles including people sourcing, screening, and coordinating technical interviews, negotiation

and follow up etc.

* Developing relationships with new potential sources of resources.
* Meeting various project manager for skills and demand analysis.
* Handle weekly status calls with the client, during which key performance issues of the team are identified, discussed and straightened.
* Responsible for developing new clientele for staffing “Permanent & Contract staffing” and refine existing Recruitment process.

**NEIC Pvt ltd (Bangalore) April 2007 to jan 2008**

**Sr. Recruitment Specialist**

* Individually handling End-to-End Recruitment for the set target, right from sourcing to screening to short listing to interview follow-ups till the closures.
* Handled head hunting assignments for junior, middle and senior positions.
* Understand and analyze the requirements in different skill set categories for projects in the respective Business Units.
* Sourcing, Screening and short listing profiles through internal & external sources.
* Maintaining the details of the candidate in our Recruitment Database.
* Conducting HR Interviews for the technically suitable candidates.
* Responsible for the smooth functioning of the entire Recruitment Process.
* Achieved Team Targets through discussions in Team Meetings on weekly basis and Discussing Feedbacks served by Clients. .
* Posting of Jobs on the various jobsites, Newspapers/ Magazines and Keeping Track of Responses.
* Coordinating with clients, maintaining the database.
* Conducting Walk-In interviews, (Local and Outstation).
* Regular interaction with the client for feedback about the candidates sent and fine tuning the search and short listing according to the feedback and requirements of the client.
* Mediating between the Client and the Candidate in Negotiations related to remuneration being offered.
* On boarding of all the Offered candidates, which sometimes involve and demand a lot of convincing and selling abilities.
* Building and maintaining good rapport and relationships with even Non Active Clients
* Follow up with client Hiring Manager/Account Manager for interview schedules and feedback.
* Building good relationship with both consultants and clients.
* Conducted and coordinated interviews (Personal interview, Telephonic interviews, Video Conferencing, Written Tests, and H.R Interview etc.).

**Infosys BPO (bangalore & Pune) Oct 2004 to March 2007**

**HR** **Executive.**

**I was responsible for end-to-end recruitment cycle for Process Executive & Senior Process Executives for our Telecom, Finance & Accounts, Banking & Insurance, Mortgage, and Capital markets clients.**

* Assisted in the Campus Recruitment Program, which was conducted across the state.
* Data Maintenance (MIS).
* Offer generation - Salary breakup and negotiation, Candidate tracking and handholding
* Joining formalities, organizing inductions for all newly joined fresher, Employee referrals - Campaigning.
* Online interests - Generating leads from Infosys web interface.
* Responsible for End-to-End recruitment process consisting of applicant screening, preliminary interviews, co-ordination of subsequent interviews, offer negotiations with the selected candidates which involves - salary negotiation, counselling them on compensation and benefits, career path within the organization.
* Taking telephonic technical interviews along with the Project Managers of the short listed profiles.
* Identifying and participating in college campus interviews.
* Building and maintaining an active database of potential candidates on various skill sets by proactively prospecting candidates for current as well as future openings & building database of candidates and companies that represent the best pools of Link well.
* Preparing the Job Specification and Job Description on time-to-time basis.
* Identifying the Manpower consultants and negotiating with them for terms and conditions.
* Create action plans for assignments and coordinate assignments with the internal departments.
* Maintain excellent interviews to offer ratio. Coordination and follow-ups on offers and joining.
* Maintain a good pipeline of profiles to maintain a healthy recruitment turnaround time.
* Recycling of profiles and follow-ups.
* Conducting walk-in interviews at various locations nationally.
* Spear-headed end-to-end Campus recruitment drives including Campus presentations.
* Was actively involved in campus recruitment.
* Develop & maintain a data bank of in-house talent management system.

**Employee Relation Experiences:**

* Oversee all Employee Lifecycle Related Activities from Joining to Resignation.
* Preparing the induction manual for the new joiners Explaining briefly about the company history, vision, mission, leave policy, timings, holiday list, lunch hour, Organizational chart etc.
* Department wise Induction by respective Heads, Joining formalities. Organizing inductions for all newly joined fresher.
* Employee Relationship Management (Employee Relations) - Recognize and escalate all issues/grievances, seek resolution and track till closure. Strive to ensure that issues are resolved immediately in a fair manner keeping the employee and organization's interest forum.
* Ensuring that the systems and policies of the company are strictly implemented.
* Facilitating activities aimed at employee involvement and at the workplace, these include employee feedback, open house forums and employee health.
* Conceptualizing and organizing employee welfare initiative and outings like picnics,
* Cricket events, birthday bash, informal get-to-together etc.
* Maintaining regular communication with employees in the form of meetings, face- to-face interactions, circulars etc.
* Identifying reason for leaving. Taking corrective & preventive actions to retain the employees.
* Executing events and floor walking for employee referrals.
* Joining formalities, organizing inductions for all newly joined fresher, Employee referrals – Campaigning

**Client's Handling (Singapore / Malaysia / Philippine / INDONESIA):**

ST Electronics (Info-Comm Systems) Pte Ltd, Y3 Technologies Pte. Ltd, EDMI Limited, HP, Autodesk, Phillip Futures, Keppel Group, CHASSasia (Singapore) Pte Ltd, VMware, Kimberly-Clark, NTUC Learning, Tectura, DBS Bank, Maybank, UOB Bank, IBM, The Walt Disney, ASE Singapore Pte Ltd , ACI Worldwide, Cisco, Credit Agricole, Avaya, Infinite Computer Solutions, Obayashi Corporation, Cengage Learning Asia Pte Ltd, ST Logistics Pte Ltd, Singtel Group, Sapient, Nera Telecommunications, Bank of Newyork Mellon, Barclays Bank, DOCOMO interTouch Pte Ltd, Toppan Management System Pte Ltd, KPIT, Accenture, Oracle, Zensar, 3i-Infotech, Cell City, SIMHQ(Level5), Tech Mahindra, Deloitte, Media Labs Innovation, NEC Asia Pacific, Salesforce, Sodexo Asia Pacific, We Holdings Ltd, Mindteck, Polestar Marine Engineering, Ericsson Telecommunications, Avanade Asia Pte Ltd, Abeam Consulting, Cornerstone Asia, BT Global Service, Credit Suisse, Landesbank Baden-Wuerttemberg, Ericsson, Standard Chartered Bank, Etc.

**Client's handled (India):**

HP, HCL, Deloitte, Patni, KPIT, Sonata Software, TCS, SAIC, Persistent System, CDC Software, Enterprise DB, Infosys , Sparta, Perot System, Societe General, Wipro Infotech, Mobile Aspects, Ness Technologies, ANZ, Keane, ITC Infotech, ACI, Collabera, Network Solutions Pvt Ltd (An IBM company), Opus Company, In4velocity, LG, Arctern, FIS Global, Roberts Bosch, Tech Mahindra, Global Logic, XIUS - Megasoft, SLK Software, Credent Business Solutions Pvt Ltd, Genpact India, The Hackett Group, Igate, Sapient, Manthansystem, Blue Star Infotech Ltd, Ciber, Datamatics, Siemens, Zenithsoft, Dovertech. Wipro Technologies, Oracle, Accenture, Smart Retail, MGL, Torry Harris Business Solutions, Siemens, Real Soft Pvt Ltd Etc.

**Client's handled (USA):**

Accenture, Persistent System, IBM,

**PERSONAL PROFILE:**

Language Known : English, Hindi & Punjabi.

DOB : 6th July 1979.

Marital Status : Married.

Hobbies : Listening to music, Travelling, Making Friends, Net surfing.

Passport : Valid till 2020.

**Visa Status : Holding Singapore Valid Employee Pass (EP).**

Nationality : Indian

**[Sandeep Birdi]**