

## Career Objective

To work for a highly professional organization and use the best of my abilities for the organization to work towards the development of self with Honesty, Integrity and perseverance. I believe in the essence of dedication and commitment.

## Summary of Job Experience

### *An Overall Professional Experience of 12 Years Which Includes*

- ✓ 4 years of dedicated experience in IT and Non IT End to End Recruitment Process and dedicated experience in IT and Non IT Training Coordination (L&D) Process
- ✓ 2 years of dedicated experience in Technical Sales Process involving Recruitment & Training for a Web Hosting Company - Hostgator India
- ✓ 6 years of dedicated experience in Technical Support for a US International ISP Company- SPRINT

## Client Served in Recruitment and Training

- ✓ **Sourced IT Profiles in Recruitment**
  - SAP, PHP, IOT, SEO, JAVA, Core Java, VLSI, Graphic Designers, Juniper Network, Front End Developer, IBM Cognos Developer, Cloud Architect/Operation Architect etc.
  - **Client Served**
    - Sonata, Mindtree, AMD, Unilever, Trivid Technology etc.
- ✓ **Sourced Non - IT Profiles in Recruitment**
  - Customer care Executive, Team leader, HR, Accountant, Store Manager, Senior Store Manager, Sales Manager etc.
  - **Client Served**
    - KFC, Cafe Coffee day, Show off, Shopper Stop, Food World etc.
- ✓ **Sourced Trainer Profile in Training Industry ( L&D)**
  - Sourced Trainer Profiles on Big data, Hadoop, SAP, PHP, Python, Java, Angular JS, RPA, Selenium, Soft skills, IOT ,AWS etc.
  - **Client Served:** Kronos, Opera, Wipro, HCL, Genpact, Intuit etc.

## Key Achievement

- ✓ Achieved the Best Quality Star for the Team For the Month Of December 2008
- ✓ Achieved the Best Quality Star for the Team For the Month Of March 2009
- ✓ Achieved for Outstanding Performance for the month of January 2010
- ✓ Achieved for Outstanding Performance for the month of July 2010
- ✓ Achieved the Mphasis Summit award for the year 2011
- ✓ Achieved the Mphasis Summit award for the year 2012
- ✓ Achieved as Sales Top Performer at Hostgator India for the Month of October 2014

## Certifications

### ✓ ONLINE MARKETING FUNDAMENTALS

- C.NO: CERT00238553-EMI
- DATE: 14/02/2018

### ✓ SOCIAL MEDIA MARKETING

- C.NO: CERT00238572-EMI
- DATE: 14/02/2018

## Professional Experience

### INFOSECTRAIN (Company of Azpirantz Technologies LLP) - Bangalore

#### Assistant Manager - Global Talent Acquisition (July 2018 - Present)

##### Responsibilities

- Handling End to End IT recruitment process and Training Coordination process
- Sourcing necessary IT and Non-IT Trainer and Candidate profile as per the training & Recruitment requirement shared by end clients.
- Utilize various recruitment methods and strategies to locate and source qualified Trainer and candidates profiles using job portals, social media, traditional and creative sourcing methods, including but not limited to referrals, networking, internal database searches, online searches, Internet postings, job/career fairs and user/technical groups.
- Conducting joining formalities like issuing offer & appointment letters to the employees
- On-boarding employees (verification's, documentation, induction, training etc)
- Maintaining employee records
- Handling leave and attendance management portal
- Introduced several policies related to HR system
- Completing relieving, exit and F&F formalities
- Generating various reports as per company requirements
- Being be a SPOC (Single Point Of Contact) between sales and training/ execution team
- Responsible for targeted revenue achievement in terms of trainer sourcing, coordination and execution
- Coordination with execution team for ensuring the lab setups at venue, courseware delivery, question papers, feedback forms etc.
- Negotiate with end clients and trainers on training fees & no of days of training proposed to meet training budget factors

- Planning and designing the yearly technical training calendar.
- Managing the entire online and classroom training delivery.
- Estimation of training cost & benefits analysis.
- Identification of quality instructors and materials.
- Training vendor management.
- Maintained a TAT to solution a requirement.
- Maintaining a market relevant trainer database.
- Proactively seek programs feedbacks from customers and ensure those are addressed.
- Handling delivery and sourcing teams of 4 people.
- Interacting with the cross functions like clients, sales team, travel desk, technical team and accounts, etc for smooth training execution.
- Maintaining training schedules and trainer allocation in the batches scheduled – onsite and offsite.
- Building rapport with employees and vendors.
- Promoting necessary updates on all social media websites targeting right audience level

## **Freelance Sourcing Specialist (Training & Recruitment) June 2017 - June 2018**

### **Freelancer**

#### **Responsibilities**

- Training & Recruitment Coordination
- Understanding the Client Requirement in detail which includes desired and mandatory skills required in Training and Recruitment
- Sourcing necessary IT and Non-IT Trainer and candidate profile as per the training & Recruitment requirement shared by end clients.
- Utilize various recruitment methods and strategies to locate and source qualified Trainer and candidates profiles using job portals, social media, traditional and creative sourcing methods, including but not limited to referrals, networking, internal database searches, online searches, Internet postings, job/career fairs and user/technical groups.
- Following up with clients in order to set up the technical call with trainer with regards to any training to meet the closure of the trainings.
- Releasing the NDA to trainers and following up with trainers maintaining a strong professional relationship.
- Planning a Search strategy to identify the required profile.
- Manage client relationships & candidate relationships.
- Understanding client selection process and identify profile of the potential candidates.
- Manage the budget associated with assigned work, as applicable

- Pre-screening candidates by assessing their technical skills, communication, and proposing suitable candidates based on the requirements
- Involved in the end-to-end process of recruitment cycle.
- Follow-ups with the selected candidates till their DOJ.
- Sourced profiles for various niche skills, middle & senior levels for IT and Non IT sectors.
- Interview prospective candidates and educate candidates and our processes.
- Negotiate with end clients and Trainers on Training fees & No of days of training proposed to meet training budget factors
- Sharing the detail training content , Trainer profile and Client Proposals (RFP, RFQ) based on client requirements from client interaction history
- Managing the Travel and Accommodation at times when trainers needs to travel for any client location.
- Negotiate with candidates, extend offers, negotiate compensation, facilitate the placement of candidates and solicit referrals of other top talent in the area.
  - Submit qualified candidates to open job requirements.
  - Meet or exceed monthly and annual target agreed upon goals.
  - Gathering requirement from client as an account managers.
  - Understanding the requirement, thorough market research via various sources
  - Promoting necessary updates on all Social Media websites targeting Right Audience level

## **Netscitrus Corporation India Pvt Ltd - Bangalore April 2015 - May 2017**

### **Accounts Manager (Learning and Development)**

#### **Responsibilities**

- Training & Business Development (BD) Coordination
- Create and maintain training calendars, course catalogues and descriptions
- Manage registration of employees into scheduled courses
- Prepare training certificates for course/ program completion.
- Sell training and trending high value technology consultancy services to corporate and individual professional clients in the IT Sector
- Client Proposals (RFP, RFQ) based on client requirements from client interaction history
- Update website with course content, schedules, communicate with website visitors in online and offline mode
- Promote the training programmes and other updates in all possible Social Networking websites
- Managing Recruitment (Screening, scheduling and handling interviews)
- Sourcing Profile from established channels and identifying right resources for each requirement.

- Sourcing the right profile for the requirement at hand by mapping the skill set, training experience, project experience, communication skills.
- Sourced potential candidates through LinkedIn. Negotiating the rates and getting the best possible rates for different trainings.
- Experience in sourcing Profile through network, referrals & posting.
- Correspond with trainer for training needs to notify trainers for opportunities and perform initial phone screenings.
- Ensure availability of back up resources in the event of trainer back-outs for key positions or any emergencies.
- Submissions of sourced resumes to the requirements, follow-ups with Account manager and before the training get scheduled.
- Source, screen, communicate and evaluate trainer's profiles.
- Foster long-term Professional relationships with trainers.
- Creating detailed database of trainers for different technologies for future training assignments
- Coordinate End to End Training till the Training is successfully executed

## **Hostgator India at Diya Systems - Mangalore. July 2013 - March 2015**

### **Sr. Technical Support Sales**

#### **Responsibilities**

- As a Team leader, played in meeting the objectives of the Process
- As a process Recruiter was involved in recruiting and selecting employees as per process requirements
- As a Trainer provided training to all new employees with regarding to Process products.
- As a Subject Matter Expert (SME) provided technical assistance in resolving issues
- Handling clients requirements to purchase required hosting plans
- Work directly with clients via email and chat to describe products and/or services in order to persuade potential and current customers to purchase new products and/or services
- Create, maintain and update database of customers with complete information and emails.
- Consolidate existing customer base while building new customer base.
- Record outbound call history and customers response in detail.
- Monitor competitors' products or services and create selling strategies for own products or services.
- To achieve monthly targets while ensuring high quality customer service
- Track and follow up on active sales leads
- Provided suggestion to customers regarding particular hosting plan or services
- Assisting in processing payments
- Meet individual and company sales targets

- Sending detailed proposals and quotations to customers via email
- Aligning selling prices with company guidelines
- Maintaining confidentiality in terms of company updates
- As a acting Supervisor handled Customer escalation calls in order to meet CSAT

## **Mphasis an HP Company - Mangalore. December 2006 - June 2013**

### **Sr. Technical Support Officer**

#### **Responsibilities**

- Assisted in troubleshooting user problems relating to Operating System issues (Win9x, NT, and Win 2000), Network Connectivity, TCP/IP configuration, upgrades, MS Office products and Internet connectivity.
- Communicating with US clients in order to develop business with regards to the services provided by us.
- Performed upgrades, installation of software and drivers and essential desktop troubleshooting.
- Troubleshooting hardware peripherals like printers modem etc.
- User rights and permission, disabling and enabling accounts, file and folder permissions and configuring security templates as per need.
- Providing resolution to users on different technical issues related to outlook application
- Supporting various software's such as Microsoft Outlook 2000, MS Outlook Express, MS- Office, MS Internet Explorer.
- Providing solutions for Internet connectivity and E-mail issues
- Maintaining excellent Customer satisfaction in Technical Assistance
- Remotely logging to client and troubleshooting, through Dame Ware Utilities
- Monitored all technical queries and resolved issues in appropriate time frame.
- Identify and escalate priority issues as per Client specifications(Outages)
- Assisted in Active Directory Domain re-joining and Password resets
- Maintaining extreme Confidentiality in terms of Password resets
- As a acting Supervisor handled client escalation calls in order to meet CSAT
- As a Subject Matter Expert (SME) provided technical assistance in resolving issues
- As a Trainer provided training to all new employees with regarding to Process products.
- As a Team player, played in meeting the objectives of the Process

- Participate in conference calls with the clients in order to know the client's requirements and implemented the same at work.
- Assisting the Analyst with regards to the product and the process to meet the SLA's
- Assisted the Managers and QA's in evaluating the calls handled by the analysts.

## EDUCATION

- Master of Business Administrator in Indira Gandhi National Open University Delhi June 2015
- Bachelor of Commerce in Mangalore University May 2008

## LANGUAGE KNOWN

- Fluency in English
- Kannada
- Hindi
- Tulu
- Malayalam

## COMPUTER PROFICIENCY

- MS-Office
- Google Pipedrive
- CRM
- Service Desk

## ADDITIONAL SKILLS

- Good communication and
- Interpersonal Skills
- Ability to learn and
- Assimilate new information
- Hardworking and Dedicated
- Perpetual Optimistic
- Multicultural sensitivity/
- Awareness
- Highly adaptable and
- Flexible
- Service Oriented
- Winning Attitude
- Inspiring Team Competitions
- Leading a Winning team

## DECLARATION

I hereby declare that the above furnished details are true to the best of my knowledge and belief

**Yours truly**

**Smitha**