

## Sumit Kapoor

### SYNOPSIS

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- ❑ A result oriented professional **with 11+ years** of experience in Resource Management. Dynamic and results driven.
- ❑ Experience working with & in Management teams within US.
- ❑ Experience in leading staffing programs ranging from inception till delivery with projects pipeline, resource utilization, manpower estimation. Have experience working with Financial and Insurance, Consumer Goods, State, Food Conglomerate, Food and Beverage, Product based.
- ❑ Have managed VMS/MSP (Fieldglass, Ariba, Beeline, IQNavigator)
- ❑ Key strengths include full cycle recruiting, leading recruiting teams, designing recruitment strategies, candidate sourcing, negotiating, sales and presentation skills. Proven experience placing hard to find candidates from multiple sources (Social Media, User's Groups, Networking, Referrals, Job Boards, etc.) and has been able to incorporate his sourcing methods into successful recruitment strategies.
- ❑ Build employer brand value for company in its sourcing market as an - Employer of Choice.
- ❑ Digital & social media channel oversight, implementing, and maintaining- build, launch, monitor, maintain, and evaluate performance for all social media channels and update the channel. Execute the strategy and initiatives to create a compelling employer brand
- ❑ Experience in recruiting qualified candidates for both in-house & external assignments. (Turn Key Projects, RFP Win Bids, End Customers/Direct Clients, MM based)
- ❑ Expertise in managing all phases of the recruiting life cycle. Deep acumen and understanding of technical requirements; superb sourcing skills and experience identifying active and passive candidates; excellent candidate assessment skills.
- ❑ Possess superior knowledge of recruiting and hiring processes including sourcing, interviewing, reference checking, tracking, salary negotiations, and closing. Respected leader and impeccable communicator who performed strategic and tactical placements that assisted firm to strengthen relationships with their clients by consistently providing strong candidates for roles. Responsible, reliable, detail oriented and independent worker with high level of enthusiasm and creativity.
- ❑ Self-motivated professional who achieves results and has effortless ability to coordinate and perform several searches simultaneously.
- ❑ Proven track record of increasing revenues, establishing networks, streamlining workflow & creating team work environment to enhance productivity for reputed business houses.
- ❑ An out-of-the-box thinker with a proven track record of increasing revenues, streamlining workflow & creating a team work environment to enhance productivity innovatively for reputed business houses.
- ❑ Working with internal teams and hiring managers to assist with recruitment efforts.
- ❑ Assisting with both external and internal hiring efforts (internal recruitment meaning assessment of employees for different or more senior roles.)
- ❑ Develop recruitment strategy. This may include job posting optimization, recruiting marketing channel development, job board procurement, digital and non-digital employment marketing, comprehensive recruitment campaign planning, talent planning, etc...
- ❑ Identifying and sourcing appropriate talent for current open roles within the organization
- ❑ Identifying future talent needs and proactively recruiting and sourcing; develop talent pool or social engagements.

- ❑ Managing the recruitment process and life-cycle, including initial assessments, interviews, and offers.
- ❑ Counselling the candidate on corporate benefits, salary, and corporate environment.
- ❑ Providing recruitment counsel and guidance to hiring managers and HR professionals with hiring and employment data. May develop specialized or competitive intelligence and research in regards to talent development or retention.
- ❑ Using social media, job boards, Internet sourcing, and other technical means to source candidates for open jobs.
- ❑ Experience in developing college recruiting programs
- ❑ Managing and guiding development of corporate employment resource
- ❑ Participating in employment events, such as career fairs, online seminars, etc
- ❑ Used sophisticated applicant tracking systems and other recruiting software and CRM system to track applicants through the selection phase through to on-boarding. (ATS, Open hire, Cbiz, etc.)
- ❑ Developed relationships with third party recruitment agencies and staffing firms and managed the procurement and measurement process.
- ❑ Strong analytical & organizational abilities. Possess a flexible & detail oriented attitude.
- ❑ Well versed with Recruitment/Staffing Process in India and US. Confident to take care of any organizational Recruitment needs.
- ❑ Well Seasoned Recruitment professional versed with domestic and international hiring.

#### Specialties:

1. Leadership Hiring | Lateral | Domain Hiring, - end to end recruitment cycle.
2. Intern hiring
3. Competitor Intelligence
4. Report & Tools (ATS, Open Hire, Cbiz, etc.)
5. Head Hunting
6. Social Recruiting
8. Boolean Searches
9. Compensation & Benefits
10. Preparing Job Descriptions
11. Recruiting department's KRA and Policy making.

#### ACADEMIA

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- ⇔ **Post Graduate Diploma in Planning & Entrepreneurship (Human Resource & Marketing)** from the Indian Institute of Planning & Management, New Delhi in 2005.
- ⇔ **Diploma in Hotel Management** from IAS, Kolkata in 2003.

#### AREAS OF EXPERTISE

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##### Recruitment/Resource Management

- ★ Source, qualify, recruit, reference check and close highly skilled candidates throughout the United States across software technologies.
- ★ Maintain database by keeping accurate, up-to-date records and by continually adding new contact information.
- ★ Interact with internal customers, delivery teams on a day to day basis to coordinate interview schedules for qualified candidates.

- ★ Proper understanding of initiating IT /Non IT recruitment searches.
- ★ Good experience of doing recruitment on .Net, Java, Data Warehouse, Oracle, Business Analyst, Quality analyst, Network admits, ERP, Cloud and other software development skills.
- ★ Social networking, Employee Referrals, Cold calling, Advertising, and internal resume databases.

#### AccountManagement/CustomerRelationshipManagement

- ★ Managed customer centric operations & ensuring customer satisfaction by achieving delivery & service quality norms.
- ★ Operate as the lead point of contact for any and all matters specific to customersBuild and maintain strong, long-lasting customer relationships
- ★ Develop a trusted advisor relationship with key accounts, customer stakeholders and executive sponsors
- ★ Ensure the timely and successful delivery of our solutions according to customer needs and objectives
- ★ Communicate clearly the progress of monthly / quarterly initiatives to internal and external stakeholders
- ★ Forecast and track key account metrics
- ★ Identify and grow opportunities within territory and collaborate with sales teams to ensure growth attainment
- ★ Assist with high severity requests or issue escalations as needed
- ★ Attending to investors / clients (individuals / corporate clients) concerns & complaints & undertaking steps to resolve them effectively.
- ★ Interacting with the customers to gather their feedback regarding the products /service utilities.
- ★ Maintaining cordial relations with customers to sustain the growth & profitability of the business.

#### Team Management

- ★ Leading, training & motivating teams ensuring optimum performance.
- ★ Imparting training to team & assisting them in meeting the assigned targets.
- ★ Motivating & keeping the team spirit high ensuring minimum attrition.

#### Vendor Management

- ★ Authoring contract documents including statements of work and service level exhibits as per guidelines.
- ★ Evaluate and monitor contracts to ensure vendors comply with contractual terms and conditions.
- ★ Adopt strategies as vendor service offerings to develop and maintain strategic relationship with suppliers.
- ★ Maintaining and reviewing documentation including records of candidate costs, deliveries and active pipelines.
- ★ Attending vendor queries such as delays in disbursement of payments etc.

## **Delivery Management**

- ★ Assign requirements as soon as they come in from the VMS/ Hiring manager/Managing Principal/Stakeholders.
- ★ Making recruiter understand on role & responsibility. Highlight the required skills for the job before sending it to the recruiter.
- ★ Coordinate with Source on detailed information on the requirement.
- ★ Analyze the availability of recruiters, check to confirm availability with the Team lead.
- ★ Manage and assign the requirements to the available recruiters. Ensures requirements are assigned ASAP without any delay.
- ★ TAT on submissions are made within 24 hours of the requirements being assigned or in lesser time for HOT needs. Follows up with assigned lead on submissions/ updates.
- ★ Quality checks of the resumes before submissions. Accepts and rejects requirements in the system (VMS, Client etc.)
- ★ Daily report generation on performance.
- ★ Make recommendations and come up with strategies on how to improve delivery as well as our numbers on those clients.
- ★ Make sure all the submittals follows and maintains client policies, procedures and guidelines.
- ★ Auditing submissions as well as all activities around the assigned clients
- ★ Monitor and follow up on all emails and other documents as well as communication on the clients assigned.
- ★ Keeps track of interview notification emails and ensure leads are sending interview requests on all candidates.
- ★ Ensures offers are closed and sent out accurately and within time.

## **PROFESSIONAL DETAILS**

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### **May 2012 CGN Global --- Manager Staffing Services**

I am responsible for developing, implementing and updating recruitment management processes and workflows covering all activity within the project recruiting life-cycle including staffing, monitoring productivity, managing staff, creating efficiencies in recruitment processes, and staying attuned to the company's ongoing need for mainly IT positions for application development space.

-Full Life-Cycle Recruiting

-Motivated, managed, coached and developed staff

-Partnered with business leaders to define their business needs which translated into staffing needs to help them accomplish their goals

-Oversee Company-Wide Recruiting Department & Processes

Lead the Talent Acquisition efforts for CGN's corporate staffing department.

Full-Life Cycle Recruiting to include:

-Sourcing

-Phone Screening

- In Person Interviews
- Checking References
- Running Background Checks
- Negotiating and Closing Offers

Also responsible to:

- Manage a team of recruiters
- Build meaningful relationships with candidates and clients

**While a few a day to day routine includes but not limited to few pointers below ☺**

Managing customer centric operations & ensuring customer satisfaction by achieving delivery & service quality norms. Attending to investors/ in house clients concerns & complaints & undertaking steps to resolve them effectively. Interacting with the customers to gather their feedback regarding the products utilities. Maintaining cordial relations with customers to sustain the growth & profitability of the business.

Prospect, qualify, close and manage IT Augmentation services sales to deliver value in the application development life cycle space for in-house, RFP'S, Turn Key Solutions and direct clients. Develop and maintain a current account plan for each major client detailing their business and IT objectives and their key relationships, our current business with the client, and our plans to grow the business within the account.

Maintains quality and time metrics for the requirements.

Understands the applicable technology solution set in order to help lead a successful resource deployment. Regular communications with the Hiring Managers and procurement teams (Clients Side) to provide regular updates and get more information throughout the project life cycle.

Coordinate and manage opportunity pursuit teams. This includes identification of team members, use of Opportunity review processes, and assigning a task to a specific individual.

Build relationships with existing clients ranging from different supplier to business partner.

Maintain service level with clients that exceed their expectations. Experience working as a Business HR Partner for internal group.

Prospect, qualify, close and manage IT Augmentation services sales to deliver value in the application development life cycle space for direct clients. Develop and maintain a current account plan for each major client detailing their business and IT objectives and their key relationships, our current business with the client, and our plans to grow the business within the account.

**Role:**

- ★ Coordinating with the Hiring Manager/Project Manager/ Business Vertical Heads on their Manpower need
- ★ Conducting regular meetings with Project Managers for seeking information and discussing the details about the requirements for hiring the best talent
- ★ Creating recruitment strategy that includes job posting optimization, recruiting marketing channel development, job board procurement, digital & non-digital employment marketing, comprehensive recruitment campaign planning & talent planning
- ★ Coordinating with the recruiters for making them understand the requirement and help them in Sourcing profiles from various recruiting sources like Company database, Job Portals, Employee Referrals, LinkedIn and Own network
- ★ Involved in full recruiting life cycle.



- ★ Guiding recruiters in sourcing profiles from various recruiting sources like company database, job portals, employee referrals, LinkedIn and own network
- ★ Interviews of potential candidates in order to assess the suitability, attitude, academic & professional qualifications, experience, communication skills; coordinating with tech panels for technical evaluation
- ★ Telephonic interviews of candidates, providing the job description, checking all mandatory parameters required and then proceeding further with panel interview
- ★ Managing IT recruitment team for delivering value in the application development life cycle space
- ★ Documenting all the details of the major client detailing their business and IT objectives
- ★ Liaising with internal customers, delivery teams on regular basis for organizing interview schedules for qualified candidates
- ★ Engaged in different activities of social networking, employee referrals, cold calling, and advertising & internal resume databases.

### **May 2011 –May 2012 InfiCare Technology Inc. Account Manager/Delivery /Resource Manager Recruitments**

Prospect, qualify, close and manage IT Augmentation services sales to deliver value in the application development life cycle space for direct clients. Develop and maintain a current account plan for each major client detailing their business and IT objectives and their key relationships, our current business with the client, and our plans to grow the business within the account.

Maintains quality and time metrics for the requirements. Oversees the effectiveness and quality of existing training methodologies, training materials and training programs for new recruiters.

Understands the applicable technology solution set in order to help lead a successful resource deployment. Regular communications with the Hiring Managers and procurement teams (Clients Side) to provide regular updates and get more information throughout the project life cycle. Coordinate and manage opportunity pursuit teams. This includes identification of team members, use of Opportunity review processes, and assigning a task to a specific individual.

Build relationships with existing clients ranging from different supplier to business partner. Maintain service level with clients that exceed their expectations.

- ★ Led IT augmentation services sales for delivering quality services in the application development life cycle space for direct clients
- ★ Developed & maintained current account plan for each major client detailing their business & IT objectives and the current business with the client & the plans for increasing the growth of the organization.
- ★ Involved in full recruiting life cycle.
- ★ Guiding recruiters in sourcing profiles from various recruiting sources like company database, job portals, employee referrals, LinkedIn and own network
- ★ Interviews of potential candidates in order to assess the suitability, attitude, academic & professional qualifications, experience, communication skills; coordinating with tech panels for technical evaluation
- ★ Reviewed & monitored the effectiveness & quality of existing training methodologies, training materials & training programs for new recruiters.
- ★ Involved in Recruiting life cycle from inception to delivery.
- ★ Coordinated with the Hiring Managers and Procurement Teams (Clients Side) to provide regular updates and seek information throughout the project life cycle
- ★ Established recruiting requirements by studying organization plans and objectives; interfaced with the managers to discuss needs

- ★ Built applicant sources by researching and contacting community services, colleges, employment agencies, recruiters, media, and Internet sites; provided organization information, opportunities, and benefits; made presentations and maintained rapport
- ★ Evaluated applicants by discussing job requirements and applicant qualifications with managers; interviewed applicants on consistent set of qualifications
- ★ Performed ongoing and rigorous training for recruiters on recruitment best practices to attract, share and retain top tier talent
- ★ Interacted with the team members for identifying team members & usage of opportunity review processes and accordingly assigning a task to a specific individual
- ★ Cemented healthy relationship with existing clients ranging from different supplier to business partner

### **March 2010 - May 2011 Blue Apple Technologies**

**Resource Manager** - qualifies, recruit, reference check and close highly skilled candidates throughout the United States and India (FTE, Fix Hours, and Turnkey Basis) across software technologies.

- ★ Interact with internal customers, delivery teams on a day to day basis to coordinate interview schedules for qualified candidates.
- ★ Good experience of doing recruitment on .Net, Java, oracle, Business Analyst, Quality analyst, Network admins, ERP and other software development skills.
- ★ Social networking, Employee Referrals, Cold calling, Advertising, and internal resume databases.
- ★ Regular meeting with Project Managers on the open requisition, to discuss the details about the requirements and obtain complete details to enable us to source accurate resumes for the requirement.
- ★ Making recruiters understand a req and help them in Sourcing profiles from various recruiting sources like: - Company database, Job Portals, Employee Referrals, LinkedIn and Own network.
- ★ Work closely with recruitment dept. to conduct and coordinate walk – in interviews at various stages for engineering groups.
- ★ Interviewing of potential candidates in order to assess the candidate's suitability, Attitude, Academic & professional qualifications, experience, communication skills etc, coordinate with tech panels for technical evaluation.
- ★ Telephonic interviews of candidates of matching resumes, making candidate understand the opening, checking all mandatory parameters required by clients and then proceeding further with panel interview.

### **Feb'08 – Feb 2010 at Amtex Systems as Account Exe. US Recruitments**

- ★ Source, qualify, recruit, reference check and close highly skilled candidates throughout the United States across software technologies.
- ★ Maintain database by keeping accurate, up-to-date records and by continually adding new contact information.
- ★ Interact with internal customers, delivery teams on a day to day basis to coordinate interview schedules for qualified candidates.
- ★ Proper understanding of initiating IT recruitment searches.
- ★ Good experience of doing recruitment on .Net, Java, oracle, Business Analyst, Quality analyst, Network admits, ERP and other software development skills.

- ★ Social networking, Employee Referrals, Cold calling, Advertising, and internal resume databases.
- ★ Responsible for new Account generation and Account Handling in lieu to add on profitability of companies Recruitment Business. (**pre and post sales activities**)
- ★ Key Account handling with a scope to develop **Organization US Recruitment Business**.
- ★ Acting as a key interface between client, Consultants and other Department.
- ★ Taking JOB Orders and closing them with TAT of 2 Hours.
- ★ Expert with IT recruitment. Experienced in verification, Checks as per client request.
- ★ Searching to screening to submission to follow up to verification.
- ★ Coordinating closely with **Prime Vendors, Recruiters** to ensure best of organization service delivery.
- ★ One of the key members to handle new and vast accounts generated within Team.
- ★ Successful deliverable of end result.
- ★ Involved in the Full Life Cycle of Recruitment.
- ★ Also identifying and sourcing candidates through Dice, US monster, LinkedIn, net – temps, c2c.
- ★ Screening all the candidates profiles and calls them for the requirement.
- ★ Working on different kinds of IT requirements.
- ★ Short listing potential candidates resumes and communicates with candidates via email and phone.
- ★ Hired C2C, W2, 1099, H1 candidates, work for contract and permanent position.
- ★ Also versed with H1 transfer and marketing of them effectively.
- ★ Compensation negotiations with the candidates to raising final offer.

**Dec'06 – Jan'08 at Svelte Systems Pvt Ltd as Strategy Manager (RPO)**

★ **IT Solutions and Services**

- ★ Involved in Business Development activities through marketing initiatives.
- ★ Involved in consulting Clients about the IT scenario of the industry as well as their organizations
- ★ Active in providing Consultancy services to PSU's.
- ★ Key Account Handling

★ **BPO Services**

- ★ Designed BPO methodology
- ★ Performed initial spadework's that include planning, staffing, key employees, defining communication plan and etc.

★ **Recruitment Consultancy**

- ★ Responsible for designing RPO services of Organization and its Marketing.
- ★ Involved in getting new clients and accounts.
- ★ Acted as interface between client and HR department.

**Aug'05-Nov'06 at Pakhi Advertising as Assistant Manager Client Servicing**