**OBJECTIVE**   
Seeking a Challenging Position in the Information Technology Industry where I can utilize my technical background and professionalism, enabling me to contribute to the growth and success of the organization. A Position where my experiences and skills will allow me to give appositive contribution in company’s growth and profitability.

# **SUMMARY**

Exceptional leader with 10+ years of human resources experience, helping companies navigate industry changes by creating and developing proficient teams through talent management, succession planning, and streamlined organizational design strategy. Strong ability to create and implement effective training programs that increase overall knowledge and build employee confidence. Thrive in providing excellent customer service and building strong client relationships. Maintain data integrity on Applicant Tracking Systems and monitor recruiting metrics. Passionate in learning cutting edge technology

In short - I'm a "Relationship Builder". I build successful long term relationships with active and passive job seekers ultimately creating successful matches between client a-and candidate.

**PROFESSIONAL EXPERIENCE**

**Reach International Corporate Solutions, Melbourne, Australia June 2016-Till Date**

**Role: - Process Head (Recruitment/ Business Development/ Study Abroad)**

RICS is well known for the honest and dedicated approach towards its clients. Our seasoned recruitment team of motivated people educated from premier Institute & technical graduates has been driven by a hands-on approach and the attitude of doing whatever it takes to exceed clients’ expectations.

We provide services in Australia, Middle East, APAC region and PAN India supported by well-equipped infrastructure and offer a full range of professional services to serve employers with their business challenges.

RICS Oversees Consultants established in 2013, is one of the most successful international student recruitment company in India today, we focus on recruiting and guiding students towards appropriate educational opportunities at universities, colleges, schools & training institutes around the world.

**Responsibilities:**

I am handling two projects at RICS, Recruitment services in Australia, Middle East and APAC region and the study aboard division and heading a team of 25+ members including both the projects.

**Project - Recruitment Services (Australia, Middle East and APAC)**

**Client: Mphasis, CMS, Genpact, HCL**

* I am responsible for driving large scale talent acquisition transformation across Australia, Middle East and APAC countries.
* Create market leading talent acquisition strategies to support business growth and enhance RICS's reputation and brand in the market.
* Develop large scale country level work plans focused on innovative sourcing and streamlined operations both onshore and offshore.
* Work with local talent acquisition and recruitment marketing teams to drive strategies and work plan initiatives
* Manage a team of 18+ employees (supply, demand, and recruitment).
* I am responsible for management of supply, demand and recruitment for RICS Australia, Middle East and APAC region.
* I am responsible for full collaboration with offshore supply demand and recruitment teams to ensure operational efficiencies and quality delivery of all offshore work.
* From a Recruitment standpoint, I oversee 15 recruiters and manage country recruitment marketing budget, drive sourcing channel effectiveness, work with marketing to develop recruiting campaigns to increase profile submission/brand awareness, work with country leadership team to collect/manage demand and integrate this in our sourcing recruitment functions.
* I also manage a team of 5 supply and demand resources who are responsible for staffing our employees on projects and working with projects to manage their current and future demand.

**Project – Study Abroad**

* Build people capability in areas of Operations, Marketing and establish strong support structure to drive the business growth.
* Development and implementation of the marketing plan, delivering engaging digital campaigns.  
  Managing the channel partnerships and assisting in the engagement of various educational bodies – Universities, Education Agents and consultants from 35+ countries.
* Formulating and documenting methodologies to keep the partners engaged and motivated for a lead generation.
* Strengthen our partnership with client institutions and work towards increasing our partner institution network.
* Build our brand visibility in the cities with presence through both online and offline marketing mediums.
* Updating new methodologies for Search Engine Optimization and growth hacking techniques for an improved user engagement and visibility on social and digital platforms.
* Build, optimize, and scale effective digital marketing campaigns to drive user acquisition across major online advertising platforms like Google, Facebook, Instagram, LinkedIn and Bing and leverage customer and campaign performance data to intelligently scale acquisition efforts.
* Define and track key metrics to determine success or failure.

**Resource Logistics, INC, Iselin, NJ June 2014- May 2016**

**Client: HCL, L&T, State of Illinois**

**Role: - Delivery Manager**

Resource Logistics, Inc. (RLI) was founded in 1997. RLI is a Minority Business Enterprise (MBE) owned and controlled company. Over 15 years of proven track record in providing cost effective and top notch talent to fortune 1000 companies, government and other major corporations/entities such as TD Ameritrade, Avaya, JP Morgan Chase, Credit Suisse, CIGNA, Blue Cross BlueShield, Hartford Insurance, State Govt. of Maryland etc.

**Responsibilities:**

* Providing focus for SLA management and customer satisfaction within the account. Ensuring the information systems and the review structures for SLAs and client satisfaction are in place and effectively utilized.  
  Continuous improvement of productivity resulting in increased cost effectiveness and supports the transition and implementation of new business.  
  Lead the activities of recruiting delivery people to ensure SLAs are met.  
  Advise the most efficient and cost effective ways to implement and deliver service to maximize profitability.
* Lead on continuous improvement and innovation of service delivery processes and standards across the business.
* Champion team-working, reuse, knowledge sharing and promotes the increased use of Shared Services capability.
* Directly lead, motivate, mentor, coach, and manage recruitment team members (directly or indirectly) to build delivery capability.
* Design and implement new recruiting reporting and metrics

**Other Responsibilities:**

* Help staff the business with quality hires by understanding the business needs and partnering with Talent Acquisition and the hiring manager to fully understand the staffing strategy to grow the talent in the organization.
* Work closely with management and employees on possible strategies to improve work relationships, build moral, increase productivity, and retention using formal and informal feedback.
* **Partner** with HMs and Sr. Executive staff on strategy development and implementation.
* Training the new resource about the entire process and make them aware about the Full Lifecycle recruiting expertise: research and sourcing.

**Achievements:-**

* **Worked as a Process Trainer for fresher by providing them the in and out of the entire process.**
* **My team won the best team award for three constitutive quarters by completing targets.**

**Pyramid Consulting INC, Alpharetta, GA Nov 2013-June 2014**

**Client: - Macys**

**Role: - Sr. Recruitment Consultant**

Pyramid is a leading Information Technology Consulting services company headquartered in metropolitan Atlanta, GA with prime emphasis on the following service offerings:   
• Staff Augmentation   
• Lifecycle IT solutions   
o Application Development & Support   
o Outsourced Testing   
• Mobile Development and Test Automation

The company was incorporated in the State of Georgia in 1996 and has grown to over 2500 Information Technology consultants serving clients across the United States and around the globe. In addition to Atlanta, Pyramid has offices worldwide including Charlotte, NC; Chicago, IL; Dallas, TX; Richmond, VA; San Francisco, CA and Somerset, NJ in the United States, London in the United Kingdom, Singapore, and three offices in India (New Delhi, Hyderabad and Chandigarh).

**Responsibilities:**

* Responsibility involves managing a team of 6-8 Technical Recruiters / MIS executive and working as a hand-on Recruiter with team.
* Reporting to Branch Director / Account Manager in the USA & Vice President in India.
* Requirement gathering from client MSP / VMS & Heads-ups from Account Manager and assign to all recruiters.
* Handling the entire recruiting cycle - souring, screening, interviewing and placing qualified talent for contract, contract-to-hire and permanent/fulltime positions.

**Achievements:-**

* **Was responsible for the delivery of every consultant and helped the team by controlling the high ratio of back-outs.**

**West Coast Consulting LLC, Irvine, CA January 2007- Oct 2013**

**Client: -**[**Walmart.com (Wal-Mart Labs - Global ecommerce)**](http://www.linkedin.com/company/4192?trk=prof-exp-company-name) **January 2013- Oct 2013**

**Role: - Corporate Recruitment Consultant**

At Wal-Mart ecommerce, we are building the next generation Wal-Mart. Our business and engineering teams collaborate to drive technology that creates billions of better customer experiences for the world’s largest global retailer.  
With more than 1,500 associates in Silicon Valley, San Diego, Portland, São Paulo and Bangalore, we’re bringing together the best entrepreneurs, technologists, data scientists, and consumer internet professionals around the world.

**Responsibilities:**

* Working as an Organizational Change Consultant on a large change project (Cloud based)
* My expertise has been in successfully building candidate pipelines while greatly improving the candidate and client experience. Additionally, my focus has been to review and revamp the recruitment process, procedures and systems for greater recruitment efficiency.
* Establish and maintain strategic business relationships with current and prospective hiring managers by scheduling in-person meetings, and phone calls to obtain a full understanding of their specific department needs.

**Achievements:-**

**Was a single point of contact for all the below mentioned Managers for their respective opening in the respective departments.**

**Reporting to:-**

Ryan D. Yumul \[RYumul@walmart.com]

Dan St. Peter\ [DStpeter@walmart.com]

Chanchal Jain\ [CJain@walmart.com]

Katharina Saghi \[KSaghi@walmart.com]

**Client: - Wal-Mart, TiVo, Netflix, Toyota, NISSAN, CITCO, PIMCO, Farmers Insurance**

**Role: - Sr. Resource Manager January 2007- December 2012**

[West Coast Consulting](http://www.westcoastllc.com/index.php) is a privately held boutique consulting firm formed in 1998, specializing in providing Information Technology solutions and Outsourcing services. Our are varied and straddle many different industries, such as finance and banking, insurance, telecommunications, transportation, retail, manufacturing, pharmaceuticals and utilities. Clients include small, medium and large companies, and our consulting engagements vary from a few person-months to person-years in effort.

**Responsibilities:**

* Responsible for managing the entire recruitment lifecycle. Fully involved in US to US placement especially for IT candidates/ engineers.
* Responsible for sourcing and screening candidates, conducting interviews, managing the hiring process on both consultant and hiring manager side, resulting in negotiating and extending offers and completing on-boarding paperwork/new hire orientations.
* Reporting directly to Account Manager \ CEO in USA.
* Responsible for high volume IT recruiting for clients: Wal-Mart, TiVo, Netflix, Toyota, NISSAN, CITCO, PIMCO, Farmers Insurance etc.
* Establish and maintain strategic business relationships with current and prospective hiring managers by scheduling in-person meetings, and phone calls to obtain a full understanding of their specific department needs and to increase requisitions.
* Candidates are sourced via job boards, job postings, internal database, referrals, networking, and career fairs, internal database, cold calling and other strategies.
* Qualified candidates for appropriate positions through a process of sourcing, screening, and interviewing.
* Develop strong business relationships with consultants to discuss job performance, hiring manager feedback and career development on an ongoing basis.
* Performed reference checks, negotiated terms and rates for each project, coordinated the interview process, extended offers, and closed candidates.
* Recruited and hired candidates in state and out-of-state for contract, contract-to-hire and permanent placements for all IT positions for multiple client companies.
* Negotiate rates in Corp to Corp, 1099, salary based or in W2 (with benefit or without benefit). Explain all the term & condition of the company but make sure the candidate would be pretty comfortable with the conditions.
* Follow the consultant pipeline regularly and submit them in multiple requirements.
* Conducted monthly maintenance calls to billing consultants to build and maintain relationships which includes; discussion of job performance, direct Manager Feedback, career development and lead generation on an ongoing basis.
* Involve in full cycle of H1B Transfer cases.
* Explain all the benefit of the company like- free insurance, free green card, paid vacations, 401k plane and 80/20 deals etc.

**Achievements:-**

* **Was prompted to Team Lead and was handling a team of 5 recruiters.**
* **Was fully involved in the H1-b filling process and the bench sales.**
* **Hired by Wal-Mart for their Full-Time openings and was reporting directly to the Hiring Managers.**

**Amity Software Inc, Boston MA July 2006 – Dec 2006 Off-shore office in Sect-12 Noida, UP**

**Technical Recruiter**

**Responsibilities:-**

* Developed recruiting strategies to increase job fill ratios, and substantially decreasing non-billable overtime dollars thereby increasing company’s profitability
* Working with the clients like Intel AT&T., Amdocs, Target, IBM, Countrywide, Autodesk to fulfill their staffing needs.
* Managing complete recruitment process from requisition initiation to final acceptance of offer.
* Responsible for signing the contracts with Consultant and with Vendors.
* Recruited hard to find candidates for all levels from all categories (US Citizens, Green Cards, H1B, and TN).
* Handling engineering side requirements for AT&T and Amdocs as well as application development requisitions for Target and IBM.
* Using Monster, Dice, Career builder as well as references and third parties for getting the right candidates for the requirements.

**Achievements:-**

* **After getting the recruitment training was able to get the two closures in the very first month.**
* **Received a Recruiter of the Quarter Award in 6 month tenure.**

**Star touch India Pvt. Ltd Feb 2004- April 2006**

**Team Lead\Customer Support executive**

**Responsibilities:-**

* Exceed customer expectations with world class customer service.
* Motivate and lead the customer service team.
* Work with the operations team to satisfy customer needs.
* Increase employee satisfaction and hence increase the quality of customer service.
* Ensure that communication to customers is accurate and of high quality.
* Create a strong back-up system so customers are always serviced at optimum levels.
* Process feedback from customers and relate feedback to sales and operations.
* Set and establish customer service policies and procedures for new accounts.
* Train new customer service staff.
* Assign and reassign key accounts as needed.
* Ensure that the dissemination of product information to customers and reps is handled efficiently and accurately.
* Review daily reports including daily calls and qualities, and other related tasks.
* Provide client specific trend analysis and reports to supervisor.

**Achievements:-**

* **Was promoted to a Team Lead in 2005 and was handing a team of 9 members.**
* **In 2006 was Head of Verification Process which includes calling, screening of every Sale made by the team of 50 employees.**

**ACADEMIC QUALIFICATION**

* Passed **B.A (Eng. Honors)** from Delhi University in year 2005

**OTHER CERTIFICATIONS AND TRAINING**

* Diploma in **Journalism and Mass Media** in 2006.
* Diploma in **Aviation and hospitality** from AHA in 2005
* Training in **SAP (HR)**from Hi-Tech in 2011.
* Completed Advance diploma in computer application.
* Strong PC knowledge including MS Outlook, Word and Excel.
* Strong letter writing skills / communication skills.