**Sushant Singh Anand**

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***Seeking assignments in Human Resource Management with an organization of repute***

***Professional Profile***

* A result-oriented professional with **over 11 years** of entire experience in Bulk Hiring, Volume Hiring, Recruitment/Talent Acquisition & part of Operations & People Management.
* *Currently associated with Tech Live Connect Gurugram as Sr. Manager - Talent Acquisition (HOD).*
* Experience in **bulk hiring, recruiting,** driving talent acquisition, strategic sourcing, competency mapping, fulfilment and resource deployment, resource management and HR function.
* Managing full resourcing life-cycle from **forecasting, planning and delivering the best fit resources in to various projects**.
* Excellent time management skills with proven ability to work accurately and quickly prioritize, coordinate and consolidate tasks, whilst simultaneously managing the diverse range of function from multiple sources.
* Expertise in **managing & leading teams for running successful process operations** & experience of implementing procedures, service standards for business excellence as Subject Matter Expert.
* **Proficiency in reengineering business processes**, defining continuous improvement processes, recognizing and accelerating employees’ strengths and building powerful teams that can conquer any obstacles.
* Strong communication & interpersonal skills with proven abilities in creating an environment oriented to trust, open communication, creative thinking, and cohesive team effort.
* Laisoning with the Management & Leaders across the organization around Human Resource related issues.
* Coaching and Mentoring Employees (Leaders) on employee grievances.
* Guide the management in performance reviews and the methods to be use. Also, gathering market intelligence on comp & ben, in order to be competent in the market.

***Career Scan***

**Since Feb 2016- Till Date Saburi TLC Worldwide Service Pvt. Ltd. as Sr. Manager- Talent Acquisition (Recruitment Head)**

**Areas of Expertise**

* **Develop the sourcing plan for the required numbers and ensure delivery against the same on a weekly/monthly basis**.
* Handling a team of tele- recruiters for sourcing through various job portals & closing **30% of the monthly** requirements through the same.
* Vendor Management
* Support Hiring- Handling a team of Support sources and self-sourcing as well and brought down the vendor dependency for support hiring
* Maintaining NHT Data for Monthly Business Review & HR Dashboard
* Sharing the NHT list with the Stakeholders in order to maintain compliance*.*
* *C*reated various policies for example- Hiring Policy, Vendor Payment Policy, Employee Referral Policy.
* Directly reporting to the Managing Director.
* Responsible to maintain cost per hire across all level of hiring in the organizations.
* Responsible to maintain an average compensation bracket as directed by the management.
* Responsible for timely delivery against all the requisitions raised across the organization.
* Setup Language queues for the company. French & German.
* Hiring through alternate channels in order to meet the low cost requirement.

**Since March 15- Dec- 2015 Genpact as Manager- Talent Acquisition (PAN India Store Front Lead)**

* Responsible to Manage 7 Store Fronts (Hiring Centers) across India for 4 location delivery location.
* These Hiring Centres used to support the recruitment team’s delivery across India for Genpact.
* Responsible to hire for G-Sites across India (Noida, Gurgaon, Hyderabad, Kolkata & Jaipur) from the respective Stores.
* Responsible for smooth operations of all stores across India.
* Responsible to keep a watch on the monthly expense of each store from rent, electricity bills, phone bills etc.
* Responsible to create footfall at all the stores, in order to deliver monthly targets.
* Liasoning with training institutes and colleges for low cost hiring.
* Conducted drives in Tier-2 & Tier-3 cities with self- generated footfall.
* Conducted campus drives in order to bring down the Cost per hire.
* Liasoning with the HR agencies (vendors) across India in order to plan and generate footfall at the hiring location across India.

**Since July’ 12-March’ 15 Saburi TLC Worldwide Service Pvt. Ltd. as Manager- Talent Acquisition (Recruitments)**

**Saburi TLC Worldwide Services (Erstwhile PCVisor).**

**Recruitment & Talent Acquisition**

* **Based on Business plan & workforce planning prepared hiring forecast & hiring within budgetary allocations.**
* **Managed complete recruitment cycle for sourcing the best talent from diverse sources.**
* **Capacity Planning with Stakeholders and striving for constant improvements in hiring metrics.**
* Striking the right equilibrium and identifying the demand of manpower both internally and external hires and supplying the adequate resources with minimal cost impact.
* Identified and implement creative recruiting strategies to meet new hire demand in each work group.
* Planning, designing, strategizing and executing activities for end to end recruitments at various level by understanding the requirement, resource availability in the market, implementing time bound sourcing strategies for providing high quality resources, and also by allocating work to the team based on their competency and strength.
* **Successfully handled Ramp-ups for various projects (voice and non-voice)**

**Since Jan’ 12- till July’ 12 Religare Enterprises Ltd. as *Deputy Manager- HR (Recruitments)***

**Joined Religare as an Assistant Manager and got promoted as Deputy Manager with in a span of 3 months.**

**Reason of leaving: -** Downsizing of HR Department

**Major Assignments across the Tenure**

**As Assistant Manager-Recruitment since Jan’12**

* **Taking care of Support Recruitment for various functions as**- Finance & Accounts, Communications, Operations, IT- Voice Dialer/ Data.
* **Liaison with process leaders & manage people to lead to service delivery as per SLA with 100-150 hiring numbers**.
* Maintaining Recruitment headcount, MIS and analyzing reports pertaining to delivery.
* Defining plans, policies & strategies for greater operational effectiveness & manpower deployment.
* Plan, Execute & Manage the overall Recruitment Process within the approved Recruitment AOP.
* **Resourcing people for Current and Future requirements, constantly building an effective pipeline for various Lines of Business**.
* Ensuring all MRF is approved as per the Hiring Capacity of the Unit.
* **Responsible to improve Productivity, reduce Cost, overall Compliance/Accuracy and yield improvement of the Hiring Process**.
* To ensure sourcing to be done as per the business plan.
* Managing the entire recruitment cycle for in-house & clients’ requirement with experience in skills based recruitment, responsible for requirement fulfillment, delivery and completion.
* **Responsible for preparing Recruitment Strategies, guiding and leading the recruiting team to deliver quality manpower required to serve clients based on the strategy.**
* **Direct, Train, and Develop Recruiters in line with the Process Requirements**.
* MIS Handling: Maintaining and updating daily/weekly/monthly MIS. Giving inputs for weekly & monthly reviews and laying out the action plan accordingly.
* **Overseeing On-boarding activities, documentation of Employee files, induction/ orientation as well as implementing Employee manual & Confirmation Calling**.
* Handling, solving & recording grievances and Counseling of employees via HR Touch-points.
* **Comprehensive knowledge and experience in handling all exit formalities of employee entailing resignation, termination etc**.
* Analysis of Exit interview to identify root causes for attrition and preparation of action plan to counter it.
* Recommend innovative recognition schemes to ensure increase in productivity and staff retention.
* Review compensation and benefits, remove anomalies of pay & allowances and align them with industry benchmarks.
* Review Performance Management and co- ordinate Appraisal system.
* **Recommend innovative recognition schemes to ensure increase in productivity and staff retention.**
* **Formulating & benchmarking functional best practices to focus on development of abilities to meet present and future goals and mission set by the organization**

**Since Jan’ 06- Jan ‘12 IBM Global Process Services, Gurgaon as *Lead-Recruitment***

**Reason of leaving: -** Learning’s & growth prospects

**Areas of Expertise**

**Lead-Recruitment**

* Hiring in bulk with the hiring strength of **500-700** candidates
* Experience in Voice & Non voice Bulk Hiring, Staffing, Client Management and Business Development.
* Conducting the free speech round and filtering candidates as per the requirement.
* Coordinating with the voice and accent team and operations team for the next round of interviews.
* Closing the offer on the spot.
* Hiring through various channels such as job fair, campus hiring, vendor and Sampark (internal referral).
* Maintaining Recruitment MIS for the Market & Hiring Analysis.
* Assisting team in joining formalities.
* Coordinating with vendors.

**As Sr. Customer Care Representative for 2 years:**

* Maintaining MIS reports for team productivity.
* Acted as a Team Leader Operations.
* Break Management & Leave Management.
* HR SPOC for the team for any HR related issues.
* Providing effective suggestions for product and processes improvement.
* Proficiently resolving escalations and ensuring timely closure.
* Extending team support by acting as the 1st line of escalation for customer related queries.

**As Customer Care Representative:**

* Handling outbound and inbound calls from clients about their business information reports.
* Rendering assistance to the team in case of product/process issues.

# Notable Attainments

* Secured PBC rating 1 since 2010 to 2011.

***Trainings and Certifications***

**BBSI –** Behavioral Based Structured Interviewing

**Wibes** – Feedback Effectiveness and Coaching Techniques

**BQT Program Certified** - Essentially related to introduction of quality tools.

**Seven Habits of Highly Effective People**.

**Coaching & Feedback Skills.**

***Academia***

2006 **Bachelor of Commerce from HNB Gharwal University**

**IT Skills:**

* Proficiency in MS Excel, MS PowerPoint & MS Word
* Well versed in using IBM Lotus Symphony - Documents, Presentations & Spreadsheets

***Personal Dossier***

Date of Birth : 8th July 1983

Language Proficiency : English, Hindi & Punjabi