**Curriculum Vitae **

**DEEPIKA AGGARWAL**

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**Executive Summary**

A result-oriented HR professional with well-trained Having 10+ Years’ experience in the fields of **HR & Admin and Operation -** Recruitment, Selection, induction, salary calculation and Employee Relation Back office, coordination, MIS, Reporting.. An Enterprising leader with the ability to motivate personnel towards achieving organizational objectives and adhering to industry best practices. Seeking a challenging position in Human Resource to gain further skills and attain the goals of organization aiming at mutual growth, Excellent analytical, communication and organization skills. Ability to work independently as well as in a team with in a team with responsibility.

**Good Experience - Recruitment, On boarding Process, Performance Appraisal Management , Employee Relation, MIS, Training &Development, HR Admin, KRA Process, Benefit specialist, Job Analysis, Internal Job Posting, Polices and strategies, Retention Management, Payroll , MIS, E-Commerce Process .**

**Key Skills:-**

-**Quick Lerner - Hardworking - Positive Thinker - Managerial Power**

**-Ideologist - Active -Delegation - Flexibility**

**- Conflict management -Team work -Creativity and Innovation -Integrity**

**- Vendor Management - Client Handling**

**Industrial Exposure**

Jagsfresh Pvt Ltd (E-Commerce)

HR &Operation Manager (Jan’2017- July 2019)

Sera Cue Labs Pvt Ltd(Pathology Lab Chain)

HR & Admin- (Nov’2015 –Oct’16)

Hemodiaz Lifesciences Pvt Ltd( Medical Trading )

HR & Admin (June 13 to March 15)

Computer Junction Pvt Ltd (IT Hardware)

HR & Admin ( May 12 to May 13)

Sicobe Business Solutions Pvt Ltd (financial Consulting and Digital Marketing)

HR &Admin –(Jan09– april ’12)

**HR Process Responsibilities**

* **Recruitment & Staffing , Screening , & Selection Process:-**

●Work closely with Managers, Directors, and Departments to develop recruiting plans. ●Maintain and edited monthly on-line (Naukri, Indeed, timesjobs & Monster and other online portals) , paper advertising , References ,Consultants for entire company. ●Manage business to business relationships with a network of external vendors, and research based recruiting firm. ●Experience using social media and internet search engines and employment sites. ●Conduct phone and in-person interviews ●Recruitment Outreach including career fairs, industry recruitment events and online sources ●Trained and provided guidance to contract recruiters across organization nationally ● Planned implemented and maintained social media strategy. ●Strategized with Managers regarding staffing needs while maintaining excellent communication. ●Posted Vacancies and used appropriate recruiting sources to find passive applicants, including Internet, print, and job fairs. ●Developed screening questions and conducted interviews via phone and face to face ●Designed and implemented recruitment strategy on internal sourcing from senior to junior level positions in technical and Non-Technical requirement, handle complete recruitment cycle i.e from manpower planning till hiring the suitable candidates●Selection & screening process of primary interviews including telephonic interview, Video Interview, F2F, arranging Technical interview.Negotiation on various aspects such as salary,role & position offered.

* **Managerial** **Information** **System(MIS) Process**

●Working Employees Details- It Includes every details of employees ●Salary Structure – Its includes Salary details of employees (CTC or Gross) ● Interviewed Candidates, New Joinee – maintain Date of candidates sourcing( Naukri, monster, timesjobs, job Portals, Job consultants) ●Resigned employees –Resignation details of employees ● Attrition rate – It helps to find out company employees working rate ● Offer Letter List – it includes offer latter issue to new hired candidates. ● KRA List of Department – Maintain working list of department wise with hierarchy ●Attendance – Its daily work for employees working schedule . ●Grievances Report-its includes Grievances from employers and employees with solution

* **Training** **& Development** **Process**

●Organize and managed the first training division, hire and supervised staff. ● Conduct a training needs assessment and developed ●Involve in the personal and professional development of employees ●Encourage and facilitate employee development within multiple designate career paths ● Enhanced scheduling, tracked completion, as well as organized report summaries weekly ● Project and software training for the staff. ●Encourage team time to time for work schedule and new projects. ● Train the new employee at time of joining. ● Train exiting staff for new process and new project

* **Onboarding** **Process** :-

●Create and maintain audit files that ensure compliance and meet regulatory requirements. ● Define project deliverables, set schedules, and resolve business and technical issues. ● Maintain existing and develop future customer facing resources to drive adoption. ● Guide the customer through a basic orientation of the product via a virtual meeting and serve as trainer in all customer onboarding sessions.

* **Joining** **Process** :-

● Create clear policies and employee handbooks that explain company operations. ● Draft and send emails with information about the company and position, including work schedules, dress code and protocols. ● Prepare onboarding kits (e.g. stationary, T-shirts and Bag or as require) ● Welcome new employees’ upon their arrival and give them an office tour ● Introduce team members ● Gather and process paperwork, like contracts and non-disclosure agreements ●Coordinate company presentations and product demos ● Inform employees on their first tasks (e.g. which programs to download and how to activate their accounts). ●Ensure new hires have technical assistance to properly set up their hardware and software ● Distribute manuals, passwords and guidelines, as needed. ● Address new hires’ queries regarding their contracts and payroll.

* **Salary** /**Payroll Process :-**

●Gather information on hours worked for each employee. ● Calculate the correct amount incorporating overtime, deductions, bonuses etc. with assistance of a computer system. ● Receive approval from upper management for payments when needed. ● Prepare and execute pay orders through an electronic system or distribute paychecks. ● Administer statements of payment to personnel either electronically or on paper. ● Process taxes and payment of employee benefits. ●Keep track of hour rates, wages, compensation benefit rates, new hire information etc. ●Address issues and questions regarding payroll from employees and superiors. ●Prepare reports for upper management, finance department etc

* **Employee Relations (ER) Responsibilities:**

●Offering counseling services to employees. ●Participating in recruitment and firing processes. ●Performing employee background checks and verifying information. ● Communicating policies pertaining to Human Resources, compensation and benefits. ● Conducting exit interviews. ● Collecting and analyzing employee data. ●Using data to create employee profiles. ● Organizing and updating employee files. ● Adhering to regulatory standards. ●Representing the company at job fairs and college campuses. ● Overseeing employee orientation and training. ●Liaising between employees and management. ●Managing employee complaints. ●Undertaking communications and interpersonal skills training. ●Arranging employee physical examinations.

* **KRAs(Key Reasonability Areas) Process**

●KRA stands for Key Responsibility Areas and directly follow from Job Description of an employee. ● KRAs document the specific areas in which an employee is expected to work. ●simple approach to write goals for employees by using KRAs and KPIs and can be used by employees, managers and HR.

* **Employee Performance Management System**

●A performance management system, sometimes referred to as a PMS, is the process that a company uses to appraise and recognize its personnel. I properly execute PMS can improve employee morale, increase productivity and retain its top workers.**(Explain to the employee department attain its goals. Work with the employee to define KRAs, goals, and performance standards. Make sure s/he understands the job duties and prcoess. Help employee know they are responsible for taking an active role in managing and assessing his/her performance throughout the year. Make informal notes ( calendar) when the employee does a good job, follows through on development plans, or has problems doing so. These notes will help the supervisor with Periodic Reviews and the completion of the PMS. Complete performance appraisal, then discuss ratings and comment)**

* **Employee Welfare Process :-**

●Bank Account Process ● Daily Requirement Stationery ●Forward Birthday & Anniversary Wishes ● Arrange Group Gaming and Individual Games ● Farewell Arrangement ●Festival Celebration ●Gift Distribution ●Team Lunch & Dinner Arrangement

**Admin & Operation Activities**

●Handle all working team of every department (Admin Backend, logistic, Customer support, Marketing & Purchase,Stock,Quality & operation Team. ●Handle Vendor& client query. ●Establish New Project of company. ●Handle Escalation of Customers, Vendors or client. ●Handling individually- Paytm, Flipkart, Amazon, big Hotels, customers queries. ●Understanding Client, establish relationship, cost optimization & implementation at Different facilities. ●Expert of Process implementation, cost optimization, vendor management & a great team leader. ● Responsible for Delivery of material and its coordination from supplier to warehouse or site location with Payment Follow-up. ●Collaborate with Sales, Operations, and Customer Service teams for effective delivery. ● Collect all information needed to calculate bills receivable (order amounts, Sale Amount ,discount rates etc.) ●Stock control and management ●Assists clients in the selection, implementation, and support ● Raising Enquiry, Purchase order etc. ● Handling all correspondences independently. Bank account opening , ID card coordination, Visiting cards ,sending details to the support staff. ●Yearly party arrangement like games, joke, dances etc. ● Seller Account handling Training to team- Amazon, flipkart, Grofers,Paytm.

* **Academic Qualification**

● **MBA** in **HUMAN RESOURCES MANAGEMENT & INTERNATIONAL BUSINESS** from AMITY UNIVERSITY ● **B.Com**from DELHI UNIVERSITY 2010. ● **12th** From CBSE 2006. ● **10th** From CBSE 2004.

* **Extra professional Qualification**

●Computer Basic One Year Diploma from DICS 2007. ●Completed FASHION DESIGNING from Govt Institute 2010. ●HR Training Diploma from AISAWEBMEDIA,South Ex(Train by Ms. Subha Working as HR Manager in ARICENT GROUP,(GURGAON)

**Technical Skills**

* **Operating System:** Windows98, 2000, 2003 Server, Windows XP & Windows 7.
* **Tools:** MS Office, Word, Excel, Power Point and Outlook.
* **E-Mailing tools:**MS Outlook, Windows Outlook, Yahoo and Google.
* **Hardware:**Hands on Experience of Computer hardware and networking (Basic).

**Achievement**

* Appreciated by MD for handling & Completing new assignment.
* Got 1st Price into Extempore Game held in school.
* I was Assembly Monitor in school for 3 years, Class prefect for 2 Years, and School floor in-charge for 2 years
* Participate lots of Nuked Natak, Fancy dress competition, & Drama competition.

**Personal Details**

Date of Birth : 22nd September 1988

Husband`s Name : Mr. Neeraj Aggarwal

Marital Status : Married

Language : English & Hindi

Hobbies : Listen to music, Net Surfing, Cooking

If selected, I would like to assure that I shall not leave any stone unturned during tenure of my service and looking to your valued and positive response.

Date Signature