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**ROHANA SARAH**

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| **CAREER OBJECTIVE** |

I aspire to establish myself as a top quality service oriented personal in the industry and heighten my career by serving the needs of the company with my skills and knowledge and benefit the organization using my administrative and goal orientation skills.

Passionate to work in a renowned organization that expands my knowledge of function and provides continued focus on customer service

**Personal Traits:**

* People oriented and a team player, open to feedback
* Flexible and adaptable to changes.
* Strong analytical, interpersonal and client relationship skills
* Ability to work under pressure in fast-paced environments
* Excellent communication skills with absolute politeness in verbal conversation
* Immense exposure to the fast paced and high profile work environment through past work experiences.
* Good customer service skills with orientation of complete customer satisfaction

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| **SUMMARY** |

A focused, sincere and equipped individual with necessary skills and knowledge derived from the study of Masters in Organization Leadership & Strategy. Capable of working independently as well as in a team, responsible and committed for any task set, good communication skills, confident, goal oriented, fun loving and adventurous and believe in learning in every step of life.

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| EDUCATION | | |
| **•** | 2012 - MBA in Organization Leadership and Strategy from Alliance University,Bangalore(HR) | **74%** |
| **•** | 2010 – Bachelor of Commerce from Mount Carmel College,Bangalore | **65%** |
| **•** | 2007 - Class 12 from Maharishi Vidya Mandir School, CBSE | **65%** |
| **•** | 2005 - Class 10 from Maria’s Public School, CBSE | **71%** |

**TECHNICAL SKILLS**

* Operating System: Win 95, 98, 2000, XP
* MS Office: Basic and versatile in MS Office
* Mailing Platform: MS Outlook
* Software ERP

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| WORK EXPERIENCE |

**1. Hathway Cable & Datacom Ltd(Bangalore) Duration: 28-Oct-13 to 31-Mar-15**

**Role : Senior Executive – HR/Trainer**

**Keys Responsibilities:**

* Recruitment & Manpower Planning
* Joining & Exit Formalities
* ERP software update ( Employee code generation, employee details)
* Induction
* Training & Development
* Performance Management System
* Performance monitoring & performance appraisal
* Employee Relations
* Handling employee grievances
* Motivating & retaining employees
* Payroll processing
* Statutory Compliance
* Implementing & Suggesting HR policies

**Additional Responsibilities:**

* Train on both Behavioral and Functional Skills. Deliver Technical and Non Technical Training to Customer support team & Field Service Team across all locations.
* Coordination with various team to resolve escalated complaints, Nodal officer complaints, Facebook and other Social Media Complaints.
* Root cause Analysis of complaints and possible actions – Training process related actions for avoiding or minimizing such complaints in future.
* Designing / drafting SMS, OSD and other communications to customers including notification of outages(planned & unplanned)
* Coordinating and Monitoring with the OBRM team for Open and Close ticket.

**2.Company- Bimal Maruti Suzuki(Bangalore) Duration-2-May-13 to 8-Oct-13**

**Role – HR Generalist/Trainer**

**Key Responsibilities:**

**HR Generalist**

* Recruitment – Sourcing, Screening, Scheduling, Interviewing
* Joining and Exit Formalities
* Induction
* Employee Code & Offer Letter Generation
* Coordination in Salary Processing
* Performance Management System
* Performance Monitoring
* Appraisal Coordination & Panel Member
* Employee Counseling & Employee Retention
* Employee Engagement
* Coordination & Planning Reward & Recognition
* Handle team size of 100 Employees

**Trainer**

* Train-Sales Executives on Product Knowledge, MSSP & MSIL Products
* Train- Call Centre Dept on Sales Skills & Personal Development modules
* Prepare Sales Executives for Sales Expert Competitions

**3. Company- Allegis Group Services :**Allegis is a wholly owned subsidiary of Allegis Group, Inc., a $9.5 billion USD company with operations throughout the US, Canada, Europe and India. Allegis Group has over 6,000 global customers, including 99% of the Fortune® 5006- <http://www.allegisindia.com/About-Us/>

**Client- ‘American Express’ Duration –(Oct2012 –March2013)**

**Role- Recruitment Specialist(RPO)**

**Key Responsibilities**

* Involve in End to End recruitment process
* Understanding the requirements of the process and coordinating with them.
* Recruitment activities- Sourcing, Screening, Short listing, Scheduling, Panel co-ordination.
* Identifying and building the pipeline with best of the resources available in the industry- through the usage of different job portals, professional networking sites, referrals etc.
* Market Mapping- check on the availability of the pool of the candidates.
* Keep track of every actionable candidate and timely follow up till the final joining of the candidate

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| INTERNSHIP | |
| **Reliance Lifestyle Holdings Ltd.** | |
| **Title** | Study on Performance Management System of the company. |
| Team Size | * 02 |
| Duration | * 3 months |
| Tools/Techniques | * Percentage Method, Ranking Method |
| Description | * Studied how Performance Management was conducted in the company. * Studied how efficient and effective the process was and the satisfaction levels of employees with the review system. * Suggested measures for better performance of the PMS. |

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| **AWARDS & ACHIEVEMENTS** | |
| **Extra Curricular** | * Winner of sales expert contest in entire Karnataka Zone. * Participated in various cultural fests at school and graduation level. * Member of NGO & Spastic Society in Bangalore. * Did promotional jobs for different brands. |

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| INTERESTS |
| Music, Reading, Photography, Interacting with people and Organizing Activities, Travelling. |

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| **PERSONAL DETAILS** | |
| **Communication Address** | # 163-A/3,Malviya Nagar,Delhi 110017 |
| **Date of Birth** | 14th December 1988 |
| **Languages Known** | English, Hindi, French, Assamese |

I here by declare that all above mentioned details are correct as per my best knowledge.

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Date: (Rohana Sarah)

Place: Delhi