

# Nisha Minhas

**9654305172**

**New Delhi**

**[gulati.nisha1991@gmail.com](mailto:gulati.nisha1991@gmail.com)**

## **Summary:**

Strong, analytical, Co-operative, Result-oriented, self-motivated, enthusiastic, optimistic, professional skills developed through work opportunities, organized, *hardworking*, and dedicated in pursuing the goals with proven records of success with the objective of continuous learning with the growth of organization.

## **Professional Experience:**

### **Square Yards July 2021 to Present as a Senior HR Executive**

End to End Recruitment, sourcing candidates, recruiting for different positions from Entry Level to Middle Level for Domestic and International Profiles.

Initial Screening, Salary discussion, Salary negotiation, Releasing Offer, follow up until joining, Onboarding, Joining formalities and Induction

Sourcing and Screening of the candidates from various job portals like Naukri, Shine, LinkedIn and Monster

Prepare Job Descriptions and Specifications for different kinds of roles

#### **Recruitment and Selection:**

Ensuring the candidate's skills and expertise as per the job description

Conducting initial rounds, taking face to face interviews

Screening the candidates by conducting telephonic, Virtual or Face to face interviews  
Updating employees' personal details.

Provided support to employees with various HR-related issues and liaised with heads of department to find resolutions.

Implemented team building activities to enhance positive working environments.

Negotiated and determined employee wage structures based on employment level, qualifications and history.

### **KKNV CONSULTANTS**

#### **Work Experience from Dec,2017 to Mar,2020 HR Executive**

Expertise in End-to-End Recruitment in various domains and technologies

Source, screen, evaluate and select candidates through a structured recruitment process designed to obtain the best candidates and all follow up action thereafter till the close of the position

Expertise in the areas of Sourcing, Screening, Shortlisting, Head Hunting, Interviewing, Salary Negotiation

Utilize wide experiences of multiple recruiting sources such as Naukri, Shine, and referral of independent candidates and execute various recruiting strategies

Create job postings on different Job Portals to pool of candidates for any position at given period

Scheduling & Coordinating interview for Candidates with the Client

Taking Interview feedback from Clients through mail or Phone

#### **Qualtouch BPO Solution Pvt. Ltd.**

#### **Work Experience from Nov 2012 to May 2017.**

As a Customer Care Executive

### **Additional Responsibilities:**

#### **Vodafone Process (Social Media)**

##### **Responsibilities:**

Responsibility of supporting the queries of corporate customer care, handling technical issues and coordinate with different department in form of mails and calls.

Handling the email service in Vodafone care, corporate care

Also handling the escalation matrix in Nodal and Appellate team.

Carried out regular training with staff to help advance skills within customer care, effective complaint handling and service improvement tactics.

Maintained extensive knowledge of product range to effectively answer employee and customer queries on product specifications.

Took ownership of enquiries, effectively handling any customer issues to ensure suitable resolutions for customers.

Maintained excellent customer relationships by efficiently solving queries, complaints and issues.

Also working in Online grievance Management in which we are handling the complaint In Social media (like Facebook, twitter etc.)

Fluent in replying in email with appropriate solution.

Working Knowledge of MS Office, Word, Excel, PowerPoint.

Handling mailbox and support the team member in the absence of SME.

Floor support, training, and assistance to new hires as a mentor.

## **Achievements:**

Achieved Gem star awards multiple times.

Became mentor for new hires of the team and mentee successfully made from peerreview for enrolments.

Achieved I-Star Award

Achieved Promotion

Nominated for Shining Star twice.

Won multiple weekly awards for high performance.

## **Education :**

Completed BBA from Sikkim Manipal University in 2015

Completed 12<sup>th</sup> from CBSE Delhi in 2009

Completed 10th from CBSE Delhi in 2007

## **Personal Details:**

Father's Name :	Late Mr. Satpal Gulati
Date of Birth :	06 <sup>th</sup> Aug 1991
Nationality :	Indian
Hobbies :	Movie, Travelling
Place :	New Delhi
Date :	09 May, 2022