**Career Summary**

I am seeking a position in Human Resources in recruitment or in Sales background in a challenging company where I can use my expertise in the field of recruiting and in sales for the benefit of the company and advance my career

* I have worked as a Junior sales executive with Etisalat achieved customer satisfaction through on spot customer service and recognition by branch manager for my work.
* As a HR executive applied HR functions for the employees in a small scale industry which deals in Sanitary wares and interior design for homes apartment buildings villas and resorts.
* As a business development executive gathered information about the clients, through marketing, meeting directly to the clients by calling, scheduling, fixing appointments, creating presentations, negotiating the deal with clients.
* As a recruitment specialist worked in a hard core recruitment for our top ranking 500 fortune clients. Established track record recruiting and Filled employment/job orders for technical, non-technical and executive searches for many industries.
* Worked in BPO for an inbound process Canadian telecom company worked as a technical support executive establishing better customer service.

**Technical Skills**

* knowledge in ERP, CRM and ATS software’s.
* Used ATS software called SmartSearch for tracking candidates profile from all kinds of job boards.
* Proficient in MS Office Outlook, Word, Excel and PowerPoint
* I have strong relationship building, interpersonal, motivational, leadership communication skills.

**CORE COMPETENCIES:**

|  |  |  |  |
| --- | --- | --- | --- |
| Sourcing/Researching  | Pre-screening | Interviewing | Name Search |
| Negotiating  | OFCCP Compliance | Web Strategies | Business rapports |
| Analytical abilities  | Teamwork management | Training& Development | Building customer relation |
| Payroll | Head Hunting | Validation | Professional Networking |

**WORK EXPERIENCE**

**Etisalat Junior Sales Executive**

 **United Arab Emirates December 2014 – November 2015**

Etisalat is known as emirates telecommunications corporation one of the largest mobile network operator in the world. Its head quartered in Abu Dhabi, UAE.

My work is in retail store of Etisalat; I sell products to the customers like consumer oriented as well as business.

* Consumer oriented providing mobile networks and broadband connections for home services.
* Business oriented providing network facilities depending on the type of industry and location. If the business is enterprise providing them high quality products and services depending on the ratio of employees in the organization later providing them with after sales services.
* Resolving grievances and issues of customers related to their needs and problems taking care of the accounts of the customer of business as well as consumer.
* Escalating high level complaints to the reporting manager and to the concerned department or team for immediate resolving or issues of customers/enterprise accounts.

**Iffah Ceramics HR Executive/Business Development**

 **India January 2014 – September 2014**

**As HR Executive**

* Job entailed Recruiting new employees for business development executives, sales and marketing roles.
* Taking care of payrolls, payments, transaction, accounts of new employees.
* Given training and induction program for the new employees on their roles off the job and on the job training.
* Strategized on incentive schemes for employees to improve the performance.

**As Business Development Executive:**

* Extensively involved in Business development/Sales by generating new leads, accounts mining, on boarding requirement gathering, business rapport etc.
* Developing relationships with existing customers in person and via telephone calls and emails Confirming appointments.
* To make cold calls with the given leads by the Operation Head.
* Sending daily reports to the Operation Head.

**Superior Group – Superior Shared Services India Private Limited. Recruitment Specialist - IT**

 **India Feb 2011 – September 2013**

Owned full-cycle recruiting: sourced, pre-screened, interviewed, offered, negotiated and closed candidates for assigned requisitions for contract, contract to hire and full-time permanent positions throughout the U.S.

* Productively supported Fortune 100 clients for their Technical and Non-Technical job orders.
* Regular interaction with the SPOC (counter-part in U.S), Onsite Managers & End-Clients to discuss about the requirements, weekly performance and action plans.
	+ Maintained the Reports/JO trackers/Submission to SPOC & Clients.
* Responsible for mentoring and providing on-going training and support for new recruiters and serve as a resource for learning and navigating senior technical policies and procedures.
* Proactively approached in finding the right talent (active & passive) and network with people from the similar industries to place or get referrals for our clients using LinkedIn
* Extensive use of job boards in order to identify qualified candidates – Monster, Career Builder, Dice, Hot jobs, CJ Hunter etc. Highly knowledgeable at performing research, extensive phone calls, and all tasks related to the recruitment process.
* Spearheaded re-engineering of company’s recruitment processes: Reported findings directly to senior leadership with recommended corrective proposals.

**Achievements:**

* As a Senior Recruitment Specialist, I was spotted by the management to handle hard-hitting clients like LG Electronics, Rockwell Collins, L3 Communication, T-Mobile, Goodrich, Siemens Energy, BAE Systems, One Command, ATG and Carl Zeiss etc. and successfully met the targets.
* For the past 3 years I have filled 160 positions with Superior group.
* Generated revenue of $600,000 approx. for the year 2012 ($50,000+/month approx.).
* Extended shift hours as and when needed to help improve the process
* Good Connectivity through LinkedIn, Resume Zapper, Resume Deliver, CJ Hunter, JigSaw etc. and uploaded into Smart Search (Internal Database) – across all verticals.
* Developed a healthy relationship with the end clients, SPOC & Onsite Managers.

**Sutherland Global Services Technical support executive**

 **India August/2006 – March/2007**

It’s an inbound process called Bell611 residential repair for residential phone lines one of the clients of Sutherland from Canada.

* Achieved customer’s satisfaction by resolving the issues through technical help.
* If the help requires in person assistants scheduling a repair technician to their premises on the requested date and time.
* Achieved daily sales targets by selling customer care plans for their residential phone line.
* Attaining daily, weekly and monthly targets specified by the process.

**EDUCATION**

**Field of study :** Masters of Business Administration

**Major** : Human Resource Management and Financial Management

**Year**  : 2007-09

**University**  : UNOM​

**Institution** : New College Institute of Management (NCIM)

**Field of Study :** Bachelors of Business Administration​

**Year**  ​: 2003-06

**University** : UNOM

**Institute** : The New College

**Personal Information**

**Date of Birth** : 20/07/1986

**Martial Status** : Single

**Place of Birth** : India

**Language Known** : English, Hindi, Tamil, Urdu and Arabic(Beginner)