**RESUME**

## **Professional Summary**

Currently working with a Hiring Consultancy for Blue and White Collar hiring, for Construction, Transportation, Manufacturing Companies and Hotels and Restaurants. Supervise Emigration of Indian Employees.

Worked with Adobe Systems India Pvt Ltd for two years as Talent Coordinator Operations.

Experience of two and a half years at HSBC HDPI in managing various processes like chargeback, collections, service desk for HSBC headquarters and fraud.

## **Professional skills**

Have good interpersonal and communications skill, deliver results, analytical thinking, relationship building, organizing skills to develop plans, problem solving skills to deal with grievances.

Able to work as part of a team, attention to detail, database, spreadsheets and word processing.

Enjoy working with people, patient, tactful, approachable and able to deal with people who are stressed or upset, able to stay calm in difficult situations.

**Experience Details**

**Al Arabia HR Consultancy (Dubai) Recruitment Consultant January 2015 – Till Date**

* Handling Local for White Collar and Overseas Recruitment for Blue Collar Jobs (Sourcing-to-On boarding)
* Conduct Hiring Events Local and Overseas
* Plan overseas hiring for Clients
* Pre and post audit of candidates documents before visa issue and submitting for emigration
* Do Company Registration on Emigrate for Immigration
* Supervise Emigration from India.
* Participated with IVS Global team in streamlining the Emigration Process.
* Prepare monthly and weekly MIS related to hiring and emigration
* Meet Clients to understand their Requirements.
* Work with the BD Team and Agents over requirement
* Create Offer Letters and explain all the components to Candidates
* Account Reconciliation
* Introduce and Implement Policies and Procedures in Company.
* Well verse with UAE Labor Laws
* Re-Engineering the process for Overseas and Local Hiring
* Train BD Team for Business Enhancement
* Train the New team members on Emigration Process
* Conduct awareness sessions for clients for Emigration
* Participate in exit interview and full and final settlement
* Pay Roll
* Hiring Analysis

**Adobe System (India) Human Resource - Talent Coordinator January 2012– December2013**

**Job responsibilities:**

* Handling end to end recruitment (Scheduling, Coordinating, Feedback of Interviews).
* Conduct Hiring Events (lateral and campus).
* Initiating Background Verification.
* Create, negotiate and release offer.
* New joiner’s orientation.
* Coordinate with the banks for the salary account opening
* Deal with the Operations and create pay roll data for the finance team
* Handling employee grievances
* Pre and post audit of employee data base.
* **Proficient user of Taleo and Echo Sign.**
* Creating, maintain, analysis and present daily, weekly and Monthly hiring reports.
* Drive the Employee Referral Project on a quarterly basis.
* **Worked on process revamping for lateral and campus hiring.**
* Coordinate with the hiring agencies over the inches positions.

**LinxsMart Technologies (India) (Intern cum placement)Human Resource June 2011 - August 2011**

**Job responsibilities:**

* Scanned resumes from the Naukari.com portal.
* Lined up interviews and took Interviews.
* Took training sessions for the sales and marketing team.
* Took induction sessions for the new batch.
* Solved employee grievances.
* Responsible for the joining letter as well as confirmation and reveling letter.
* Participated in exit interview and full and final settlement.
* Took orientation and industry interface sessions at MBA Colleges.
* Went to Campus for recruitment.
* Leaded the Google project's recruitment and training.
* Modified and Introduced Policies and Procedures of the Company.
* Implemented Fish Philosophy Concept

**HSBC HDPI (India) Customer Service Representative April 2006 – October 2008**

**Job responsibilities US Disputes :: Feb 2008 till Oct 2008**

* Responsible for managing chargeback activities and training the new team members under various reason codes of chargeback.
* Expertise in the U.S. CHARGEBACKS, as a part of CENTER OF EXCELLENCE.
* Processing chargeback using different reason codes depending on the cases.
* Coordinating with master card to solve the disputes of the customers.
* Solving the client's query through mails, calls and providing full support to help them leading to customer delight by solving the disputes in given time frame meeting the SLA and PLA.
* Closely work with the acquiring team to speed up the dispute resolution.
* To train the new joiners on the chargeback process and providing them full support during their learning curve.
* Did recruitment for disputes department and voice processes.

**Job responsibilities in UK Collections:: Feb 2007 till Jan 2008**

* Raise default notice and final notice
* Make collection calls and do wire transfer
* Wave off credits from Closed and Dormant accounts
* As a process Trainer and call mentor: Trained total of 40 subordinates in Calls.
* Shouldered the responsibilities to make the daily MI's like capacity planning, allocation of work and take daily devotions, in the absence of the Team Leader.
* Preparing the MIS for the trainees and their progress during the training which helped the management to know their progress.
* Helping the team members who were on action plan so that they can meet the process requirements.
* During migration did quality check on trainee’s submitted cases.
* Supervised the migration of two processes first from Business Area (U.K) to GSC Vishakhapatnam. Other from GSC Vishakhapatnam to GSC Kolkata.
* Was a part of a social community and helped others in organizing events and CSR

**Job responsibilities in Service Desk for Head Quarters - Cross Training :: Nov 2006 to Feb 2007**

* Meeting Rooms Booking and parking
* Event set up
* Responsible for inbound call
* Confirm bookings over call

**Job responsibilities in UK** [**Harvey Nichols**](http://www.harveynichols.com/store/international/) **Store Card - Fraud :: Aug 2006 till Nov 2006**

* Run Fraud check on new applicants
* Call for Employment and Address verification
* Solved customer quarries related to credit cards
* Supported Account creating team during high volume
* Created report on the days’ work - Team Productivity Analysis
* Responsible for work distribution to the team.

**Job responsibilities in UK Credit Card Fraud :: June 2006 till Aug 2006**

* Run Fraud check end to end on new applicants
* Call for Employment and Address verification
* Solved customer quarries related to credit cards
* Issued Credit Cards

**Extra- curricular activities**

Delegates for 3rd and 4th global film festival. Interviewed the directors and share the synopsis for the documentary movies.

Volunteered in Indo American submit, Jagjet Singh Live Show and Annual Indo-American Submit.

**Trainings Attended**

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| --- | --- | --- | --- |
| Fish Philosophy | Six Sigma – Yellow Belt | Train The Trainer | Call Monitoring  |
| TALEO | EchoSign | Business Communication | SAP (In line with TALEO) |

## **Education**

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| --- | --- | --- |
| **Degree** | **University** | **Year**  |
| MBA in HR and PGDM in Media Management | Asian Business School, Punjab Technical University. | 2009 - 2011 |
| Graduation in B.A in English Literature | Patna Women's College, Patna University. | 2003 - 2006 |

## **Interests**

* Reading
* Listening to music

## **Personal Details**

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| --- | --- |
| **Date Of Birth** | 4th October,1983 |
| **Gender** | Female |
| **Marital Status** | Married |
| **Nationality** | Indian |
| **Visa Status** | Residence – Spouse  |

**First Name of Application CV No:** **1673034**

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