**Aaron**

**Email –** **aaron.310416@2freemail.com**

**SUMMARY:**

* A Graduate Indian national has an experience of 18 months in Dubai overall 10+ years in various industries. Worked in Debt Collections, Recruitment, BPO (Motor Insurance Process), Fast Foods and Multiplex Industries.
* Worked myself up from a Recruiter in iPlace to a Team Lead recruiter with ApTask.
* Worked myself up from a Crew member in McDonald’s to Assistant Manager with KFC.
* Strong with Maintaining and developing client-business relationships.
* Excellent with Coordinating of multiple tasks across teams and functional roles to meet various deadlines and quality standards.
* Proficient with IT Recruitment, recruiting for Fortune 500 companies such as Fannie Mac, Freddie Mac & Unisys.
* Strong experience with General Motor Insurance (Aviva) & Immense experience with Multiplex (Inox).
* Expert in Fast Foods Industry worked with companies such as McDonald’s, Pizza Hut & KFC.
* Professional at work and has strong communication skills. Holds a UAE driving license.
* Available to work Immediately.

**PERSONAL ATTRIBUTES:**

Leader Organized Carry a Positive Attitude

Problem Solver Self – Motivated Servant Heart

Persistence Punctual Ambitious

Flexible Honest Comfortable working in a team Environment

Achiever Loyal to work

**EDUCATION QUALIFICATION:**

* Diploma in Shipping & Logistics Management, The Global Trade Academy, 2013.
* Bachelor’s Degree in Commerce, SS International University, 2009.

**PROFESSIONAL EXPERIENCE:**

**Dunia Finance, Debt Collections Officer, DOZ, Dubai Jan 2017 – Jul 2018**

**Responsibility:**

* Working with a portfolio of personal loan & Credit Card delinquent accounts worth 8-6 millions to assist in their inquiries, complaints, billing questions, payment & extension service requests.
* Kept company and department goals in line each month by setting up payment and setting up forbearance agreements over the phone.
* Processed skip tracing routing to locate clients and performed asset management activities that promoted customer goodwill and retention.
* Resolved escalation calls of irate customers.
* Maintained 100% quality adherence every month through random call monitor.

**ApTask India Pvt. Ltd, Lead/ Sr. Recruiter, Viman Nagar, Pune Sept 2015 – Sept 2016**

**Clients (USA):** Zebra Technologies, JP Morgan Chase, Apple, Microsoft, Verisk Analytics, Akamai, New York Hospital & Health, and CDK Global.

**Implementation Partners:** L&T, Tech Mahindra, Wipro, Dell and VirtusaPolaris.

**Achievement:**

* When I joined the company it was a $35 million company. My team added $5 million to the company during my tenure. ApTask became a $45 million company in the 3rd quarter of the year 2016.
* Guided my team to recruit 45 candidates.

**Responsibility:**

* ApTask is a global staffing company with revenue of $45 million. It has headquarters in Edison, New Jersey and has International recruiting centre in Pune, India.
* Managing client accounts and ensured that client satisfaction levels were consistently very high.
* Worked directly with client account managers and hiring managers in determining hiring needs, interviewing process and offer negotiations. Creating and Maintaining Strong Database of candidates across all verticals and domains.
* Interact with candidates on billing to check project status and reusability. Mentor and worked with offshore recruiters and recruiter assistants to establish career goals and increasing employee retention.

**iPlace India Pvt. Ltd, IT Recruiter, World Trade Center, Kharadi, Pune Aug 2013 – May 2015**

**Clients (USA):** Fannie Mae, Freddie Mac, Unisys, New Balance, Monsanto, Graybar, Build-A-Bear, & UniGroup.

**Responsibility:**

* iPlace is a global recruiting company with headquarters in McLean, Virginia and has its International recruiting centre in Pune, India.
* iPlace domain expertise includes IT, Engineering, Finance and Accounting, Healthcare, Start-up Companies and Sales.
* As an International IT Recruiter. I conduct in-depth [technical and non-technical] interviews for positions from startups to Fortune 500 corporations nationwide.
* Full lifecycle recruiting experience - understanding the job order, sourcing and qualifying the right candidates, handling negotiations, and closing deals.
* Expertise in sourcing suitable and qualified candidates from monster.com, careerbuilder.com and dice.com, ladders, Indeed, LinkedIn and search engines like Google.
* Interviewed and prescreened all candidates presented for detailed interviewing by hiring managers.

**WNS Aviva, Sr. CSA, Magarpatta City, Pune Apr 2006 – Jan 2012**

**Client (United Kingdom) – Aviva**

**Achievements:**

* Had recovered £414,000.00 in a month the highest amount in personal motor claims globally.
* Won the Star of the Month award September 2008 & won the Shining Star award for the quarter July - September 2010.

**Responsibility:**

* General Motor Insurance collections process from supervising the Floor, providing on job training for new team members, monitoring their quality of work & performance.
* Maintain new team members weekly performance reports.
* Recover money from Third Party Insurance companies such as Axa, Alliance, Tesco, Direct Line, Fortis, Chubb, Equity Red Star, Zurich, AIG, Summit, Admiral and All State.
* Recover money from Third Party if they don’t have Insurance cover on their car.
* Worked with Police, Witnesses, Cotswold, and Solicitors (Judge & Priestly & Proddow Mackay).

**KFC, Assistance Manager, Kalyani Nagar, Pune Jan 2005 - Mar 2006**

**Inox Leisure Multiplex, Team Leader, Pune Mar 2002 – Jan 2005**

**Pizza Hut, M.G.Road, Crew Member, Pune July 2001 - Mar 2002**

**Mc Donald’s, Team Leader, Pune Apr 2000 – June 2001**

**PERSONAL DETAILS:**

**Name**  - Aaron

**Marital Status** - Single

**Date of Birth** - 2nd Jan 1982

**Gender** - Male

**Language Known** - English, Hindi, Marathi, & Telugu

**UAE Driving License** - Yes

**DECLARATION:**

I hereby declare that the information furnished above is true to the best of my knowledge.

**Aaron**