**Amreen**

Email: amreen.356129@2freemail.com

 

**Career summary:**

To work efficiently and effectively with complete commitment and dedication, and direct my efforts towards achieving organizational goals. Keen to work in new environment, take up new challenges, learn new skills and gain expertise.

**Educational Qualification:**

* **PGDHRM: Post Graduation Diploma in Human Resource Management** through Wellingkar’s Institute of Management (India) with Distinction in July 2015.
* **Bachelor of Science in Biotechnology (BSc Biotech)** through Mumbai University cleared with first class from Bhartiya Vidya Bhavans College (India), in March 2011.
* **HSC: Higher Secondary Certificate Examination** through Maharashtra State Board from St. Andrews College (India) cleared with first class in February 2006.
* **SSC: Secondary School Certificate Examination** through Maharashtra State Board from Our Lady of Health High School (India) cleared with Distinction in March 2004.

**Work Experience:**

**J. P. Morgan Services India Pvt. Ltd.**

Designation: HR Global Screener

Tenure: October 2015 - present

My current job responsibilities are:

* To provide business support to our recruitment team in the United States in order to manage high volume Job requisitions.
* Screening candidate’s job submissions and resume according to the minimum qualification as described in the Job Description.
* Screen candidates for most relevant work experience and education qualification.
* Moving the most competent candidates to the next step in the recruitment process, to be reviewed by the recruiters.
* Contacting candidates through email for incomplete job applications, resume update request, to complete pre-interview online tests, and taking digital Interviews.
* Creating a pool of most eligible candidates for our recruiters to conduct interviews and select good quality candidates.
* Follow guidelines to ensure and maximise quality, objectivity, utility and integrity of information.
* Managing and creating job openings for potential candidates with accurate job requirements and job description for applicants in the United States.
* Managing both Operations and Banker job openings.
* Ensuring requisitions are created with complete accuracy and posted on various job portals.
* Connecting with US counterparts to help in process enhancements and seek feedback on the existing support provided to them.
* Ensuring protection of sensitive data related to rehire ratings and salary descriptions.
* Handling projects to analyse the reason for attrition in different line of business and sending feedback across to HR business partners.
* Managing daily work queue and working together with the team for smooth delivery of business.
* Follow up and touch base all candidate profiles daily to ensure the SLAs are met.
* Providing important information to all job applicants and getting answers from US counterparts in a defined timeline to ensure great candidate experience.
* The process demands the use of the below Tools:
- Screening candidate profiles and resume on Taleo. **-** Interview scheduling on HireVue.

**Achievements:**

* I have suggested process improvement ideas to create a strong partnership with the domestic recruiters in the US.
* As a part of the Performance Improvement team for the process, I have worked closely with the team to ensure the process guidelines are followed correctly.
* I have shared best practices in the team to ensure quality and efficiency.

**J. P. Morgan Services India Pvt. Ltd.**

Designation: Risk Analyst – Fraud Operations
Tenure: July 2011 - October 2015

As a Risk Analyst my major responsibilities were:

* Handling 60-80 inbound calls daily to deliver a world class customer experience to our credit card users.
* Providing accurate information to customers regarding their credit card status and transaction details.
* Helping credit card users to report any suspicious activity on their account to take immediate action.
* Ensuring smooth usage of the card by clearing any security block placed by unusual activity detected by the security system.
* Determining the true identity of the caller by asking appropriate security questions to ensure secure usage of the card.
* Communicating with customers about fraud and changes made in their credit card numbers.
* Ensuring customers feel safe and empathize with them in a friendly manner.
* Interacting with other departments in the organisation to find quick resolutions to customer problems.
* Follow process guidelines and handle confidential customer information with care.
* Resolve customer issues from start to finish and take complete ownership of the information provided in a timely manner to ensure the SLAs are met.
* Managing work in different shift timings.

**Achievements:**

* Trained on all skillsets to be able to manage all groups of customers; Personal and Business accounts.
* As a process expert, I was given a position to train new employees and provide support during their transition and on job training phase for a period of three months.
* I have consistently performed exceptionally well and exceeded expectations in my performance.
* I was promoted through IJP and selected for the role of HR Screener in October 2015.

**Intelenet Global Services Pvt. Ltd. (India)**

Designation: Senior Customer Service Executive – Barclays Online Banking
Tenure: March 2008 - July 2009

As a Senior Customer Service Executive our major responsibilities within Operations were:

* Handling 40-60 inbound calls from Customers to provide excellent customer service.
* Responsible for solving customer issues during online banking by walking them through over the phone.
* Helping customers to use the online services for making transactions and payments easily.
* Making it easy for the customers to use and understand online banking options.
* Maintaining the efficiency and accuracy at all times to meet quality requirements.
* Using multiple tools with efficiency.
* Managing work in different shift timings.

**Achievements:**

* Received multiple appreciation calls from customers for providing outstanding customer service and quick resolution to their problems.
* Scored consistently high on CSAT surveys.
* Maintained high quality standards at all times.

**KEY STRENGTHS:**

* Customer centric approach: able to create lasting relationships with customers to add value to business.
* Communication: Excellent communication skills, excellent phone etiquettes, ability to establish great customer interaction on the phone and via email.
* Accustomed to being in positions of responsibility; self-motivated and willing to set goals and work to achieve them.
* Good problem solving skills, able to manage time.
* Managing multiple task execution and eye for detail.
* **Additional:**
* Possess good persuasive communication skills and leadership qualities.
* Customer focus and ability to handle customer complaints and issues
* Problem solving
* Self-starter and seek new challenges and responsibilities.
* Ability to work both independently and as part of a team with professionals at all levels.
* Strong positive attitude with quick adaptability, multi-tasking capabilities and flexibility.
* Strictly adhering to the terms and conditions or policies of the company.
* Ability to work in a deadline driven environment.

 **Personal Memorandum:**

Name: Amreen

Date of Birth: 22nd October 1988

Gender: Female

Marital Status: Single

Religion: Islam

Citizenship: Indian

Passport validity: 25/05/2009 - 24/05/2019

I am ready to travel for Interviews at any time in 2017.

 **Interests and Activities:**

* Travelling
* Cooking
* Movies
* Yoga

**LANGUAGES KNOWN:**

* English, Hindi, Urdu.

**Declaration:**

I consider myself familiar with my educational aspects. I am also confident of my ability to work in a team. I wish to grow in my related field by using all my talent and full potential.

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

 **Amreen**