**SHALINI**

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Achievement-driven **professional** targeting assignments in **Human Resource Management/Recruitment Operations with a leading organization of repute**

**Profile Summary**

* A competent professional with nearly 7 years of experience in Human Resource Operations; presently working with **ISYX Technologies LLC, Dubai as Senior Associate-Resource Planning & Fulfilment**
* Proficient in managing recruitment process including sourcing, screening, short-listing the candidates, scheduling/conducting interviews, imparting induction and finalizing the candidates
* Capable in **spearheading recruitment & employee relation activities** and setting priorities for improving the competence of the work-force
* Skilled in designing training & leadership modules and organizing team building events across career; launching the on-boarding survey for new joinees
* Strongly motivated to succeed, enthusiastic and committed to personal and professional excellence

**Knowledge Purview**

*~ Human Resource Management ~ Training & Development ~ Compensation & Benefits*

*~ Recruitment ~ Employee Welfare ~ Performance Management*

*~ On-Boarding & Induction ~ Customer Relationship Management ~ Talent Acquisition*

**Work Experience**

**ISYX Technologies LLC, Dubai Feb’14-May’17**

**Senior Associate-Resource Planning & Fulfilment**

**Key Result Areas:**

**Recruitment:-**

* Managing end-to-end recruitment life cycle and ensuring adherence to the process with involvement in vendor management, rate negotiation & finalization and monitoring of vendor performance
* Managing screening and short-listing of profiles as per the requirement; negotiating on salaries and finalizing as per the offer; creating recruitment related policies & documents such as rehire policy, staffing manual, SOP’s, vendor and offer checklists
* Conducting telephonic/personal interaction with potential recruits to ascertain their suitability and obtaining preliminary information regarding salaries, their availability and so on
* Monitoring prospective candidates by online search, networking, head hunting and referrals to prepare/collect database
* Facilitating contractual/temporary staffing for various clients’ organizations
* Designing selection matrix for choosing the optimum recruitment channel and recruitment source
* Exploring industry best practices on recruitment and staffing and implemented them in the organization
* Forging quality relationship with the internal customers and external recruitment agencies with a resultant increase in quality of hire and a reduction in hiring time
* Optimizing most cost effective throughput from the channel mix of resourcing; ensured a right mix of hires through all source

**Client Relationship & Account Management:-**

* Interacting with Clients & Hiring Managers to understand and prepare JD, Salary Budget, and Closing Date
* Preparing detailed costing analysis and tools for projects, bids and proposals in the MEA region
* Aligning recruitment workload across the team to optimize ability to meet the business need
* Understanding business needs and scenarios of clients, devising recruitment plans and deploying effective strategy for talent acquisition, giving realistic deadlines and achieving the same
* Playing a key role for Account Management (Retain new & existing key accounts), Client Relationship Management (Regular follow-up & meets with clients), creating & developing new business opportunities within accounts
* Responsible for smooth transaction in entire Recruitment Delivery Process & negotiating with clients for Sub contract positions on Daily, Weekly & monthly rates

**HR & Operations:-**

* Managing entire process of recruitment, on boarding & induction, compensation & benefits, PMS & exit
* Managing teams of 3 recruiters & 20+ vendors
* Sourcing and partnering with Visa and Payroll partners in MEA region for business fulfilment
* Streamlining recruitment for enabling data transparency and improving conversion rates
* Keeping control on revenue leakages and attrition through timely interventions and HR initiatives
* Preparing templates across all areas of HR, including MIS reporting
* Designing and maintaining trackers for revenue projections, numbers and resource utilization

**Highlights:**

* Acted as a Single Point of Contact and liable for end-to-end recruitment process-IT staffing for Dubai, Abu Dhabi, Qatar, KSA of all levels in different verticals
* Successfully closed positions with multi nationalities & various skill sets like .NET, Java/J2EE, Oracle, SAP, Microsoft AX, End User & Helpdesk Support, Network & Security, Manual, Rational, Functional & Testing and so on
* Managed 30+ active clients in entire MENA region; few are listed: MOI, MASDAR, Injazat Data Systems, ADNEC, ADNOC, Dragon Oil, TechM, ATOS, SCA, ADIB, DIB, Olayan, Aspire and so on
* Monitored and constantly reduced the costs of the recruitment process by 20-25% through the application of Order processing documents, estimating prorated cost for anticipated billing losses, implementing ZOHO tool etc. Recruitment agency dependency was reduced to 70%
* Maintained attrition within 2% with improvement in employee satisfaction by 60% and engagement levels by 100%

**eGain Communications Pvt. Ltd., Noida Mar’11-Dec’13**

***HR & Administration Executive***

**Key Result Areas**

* Supervising HR Generalist profile including activities like Recruitment, Performance Appraisal, Manpower Planning, Training & Development & MIS for the complete group
* Surveying organizational employees to assess employee motivation, expectation & grievances to plan for remediation
* Ensuring employee welfare, safety, wellness and health with active involvement in the development and implementation of policy documents and handbooks for employee reference
* Managing all logistics aimed at fulfilling the requirements for entire office facilities, cafeteria conducting meetings, conferences, company events both onsite and offsite to aim at employee satisfaction
* Preparing Reports, Memos and Administrative Statements and so on
* Assisting to develop and implement key procurement strategies/ purchase schedules from the vendors and ensuring alignment with organizational objectives
* Implementing monthly inventory checks on all operating equipment and supplies/linen; coordinating with the front office as well as other related departments for daily operations
* Verifying the statistical data, reports to identify & determine causes of personnel problems and developing recommendations for improvement of organization's personnel policies & practices
* Working knowledge of Biometric Machine and Attendance; generating the Attendance Data from the Biometric Machine and making attendance sheet in excel to process payroll
* Advising and coaching line managers on all employee relations issues to minimise risk to the company whereas being fair and reasonable
* Developing and implementing procedures including communication plans, performance reviews, new hire orientation, training programs, compensation and benefits planning

**Highlights**

* Successfully maintained proper documentation of all employees/personnel related documents and provided feedback to the management to enhance a better and cordial working environment
* Established Standard Operation Procedure and systematized the entire working environment to improve efficiency
* Was a key member of the recruitment team **and successfully managed recruitment drive, conducted 4 recruitment drives, 2 campus drive & 2 walk-in drive**
* Received ‘Spot Award’ in November 2011 for exemplary performance
* Developed and implemented innovative retention strategies to achieve record 70% retention in 2010

**Anand Rathi Share & Stock Brokers Limited, Dehradun Aug’10-Feb’11**

***HR Executive***

*Role:*

* Managed proper screening of resumes at various job portals like Naukri & Monster
* Monitored online applications and regularly added profiles to source database by online search, networking, head hunting and referrals; administered selection and recruitment for gamut of positions at executive level
* Conducted Interviews-Candidate interfacing, screening and test administration; making joining confirmations and dealing with HR manager
* Prepared various MIS Reports on a monthly basis; executed proper documentation of all Employees/Personnel related documents for the group managing the Staff of 130 Employees and provides feedback to the management to enhance a better and cordial working environment

**Certification**

* One Year advance certification in Human Resource Management

**Academic Details**

* Masters in Human Resource Management from H.N.B. Garhwali University, Srinagar (Uttarakhand) in 2010
* B.Sc. from D.A.V. PG College, Dehradun (Uttarakhand) in 2008
* Diploma in Computer Applications from APTECH, Dehradun

**IT Skills**

* ERP -SAP, Oracle, MS Ax , SAP Success Factor, SAP PSCD, Oracle Middlware Fusion
* Java/J2EE, .NET, AXP.NET, Share point, Manual & Automation Testing, Rational Testing
* IT - End User support, Desktop support, network & security engineer, system admin from L1 to L3 level

**Personal Details**

Date of Birth : 15th August 1988

Languages Known : English and Hindi