Tazeen (**MBA-HR**)

 E Mail: Tazeen.373883@2freemail.com

**PROFESSIONAL EXPERIENCE: 5 Years**

* Working as Executive – Back Office (Operations)
* Worked as Executive – Client Servicing
* 3 Months of experience as a HR Functional Associate at Tushti Consultants.

**CORE COMPITENCIES:**

* Service Operations
* Client Servicing
* Lead Generation
* Team Management

**ORGANISATIONAL SCAN**

***Nov 2014- Present Bilkish Associates and Human Resources & Consultancy***

***designation: Executive – Back Office (operations)***

***KRA’s ;***

* Validation of documents submitted by executives.
* Publishing daily sales revenue to senior management.
* Resolving customer queries to complete their orders within the time frame.
* Validating the supporting documents of the order prior submission to Etisalat.
* Verification Call with the customer for the subject order.
* Activating the plan for the new SIM Card or Existing Number and arranging the handset for the customer.
* Updating MIS report and publishing the same for management on daily basis.
* To deal with customer’s expectation, resolving their issue, changing and updating their details.
* Responsible for monitoring the work flow including documentation issues and customer service performance.
* Training executive by guiding them with product knowledge to help them serve best to customer and also help them build customer interest in the services and product offered by the company.

***Feb 2011 –Apr 2014 HT Media Ltd - Firefly e –venture –(Shine.Com) Gurgaon***

 ***Designation: Executive – Client Servicing***

***AREA OF EXPOSURE:-***

* **Good exposure in servicing & customer support Process.**
* **Exposure in Online Sales Business ( Product : Job Portal)**
* **Handling general HR operations & functions.**

***Operation Management:***

* **M**aintain Database in MIS.
* **Uploading Jobs** for free clients & Paid clients.
* ***Tracking Feedback*** from clients & candidates
* Involve in ***tuning*** process.
* ***Auditing*** of job posting team ,
* Maintain the ***Quality of servicing***.

***Client (Employer) Management***:

* To monitor and analyze (daily) the pending complaints which customer / clients may have and instruct them for resolution thereof.
* Monitor and achieve team’s targets (around effectiveness, timeliness, candidate quality, delivery of recruitment services & customer satisfaction) as defined by the Program manager.
* Participates in ***sourcing*** projects , ***Screens candidates*** , Best matches to Clients(Acc. FA , Industry)
* MIS Preparation on complaint handling.
* Improve productivity and quality of servicing
* Supports and improve customer satisfaction.

***HR-MIS***

* Monitoring and Updating Files. Maintaining and consolidating data.
* Maintaining various trackers such as Hiring tracker, open position tracker, Interview tracker etc.

***Mar 2010 –May 2010 Tusthi Consultancy –Ghaziabad***

 ***Designation: HR Functional Associate***

**Key responsibilities:**

* Sourcing the CVs/screening the CVs.
* Conducting preliminary rounds of interview.
* Interacting with the clients and the candidates.
* Submit screened and short listed profile/resumes to accounts manager for technical evaluation.
* Coordinate with accounts manager for scheduling interview and interview process.
* Used an internal database, Internet research, head hunting, referral programs & other strategies to source active and passive candidates.
* Multi-tasking skills to work on multiple requirements. Capable of working independently and in teams with people at all levels

**Summer Training: 2 Months**

* Time Period : 8th June 09 to 14th Aug 09
* Name of Company : Reliance Communications Ltd. , Lucknow.
* Project Title : Recruitment & Selection at Reliance Communications Ltd. Lucknow.

**Extra-Curricular Activities& Achievements**

* **Finalist of De’necholas live case study, organized by HOMEX GROUP MEXICO and AVENIR GROUP INDIA.**
* **Won basketball tournament at district level(2006) in Aligarh Muslim University**
* **Class C.R & Group Leader in OBL (Outward Bound learning)**
* **Held the post of Health Proctor in Abdullah Hall Aligarh Muslim University**
* **Attended workshop on “Youth & Democracy” held at Chandigarh organized by the educational resource centre**
* **Attended workshop on “Six Sigma” organized by the institute**
* **Won the Gold Medal for securing highest marks in Political Science in class 12th (CBSE)**

**EDUCATIONAL CREDENTIALS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  ****Degree**** |  ****Institute**** |  ****University**** |  | ****Year**** |
| **MBA****(HR & Marketing)** | **Jaipuria Institute Of Management, Gaziabad** | **UPTU** |  | **2010** |
| **B.A. Eco.(Hons)** | **Aligarh Muslim University, Aligarh** | **Aligarh Muslim University** |  | **2007** |
| **Intermediate** | **Navyug Radiance, Lucknow** | **CBSE** |  | **2004** |
| **High School** | **St. Mary’s Convent, Lucknow** | **ICSE** |  | **2002** |

**PERSONAL DETAILS**

**Date of Birth - 15.11.1985**

**Languages Known – English, Urdu & Hindi**

**Visa Status- Husband Sponsorship**

I solemnly affirm that the information furnished above is true in all respects, to the best of my knowledge.