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| **Mrs. Kalpa**  |  |
| Female, Age – 33 years |  |

**Seeking Assignments in Human Resource Management with an organization of high repute**

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|  | **Professional Synopsis** |  |
| **** | A HR Professional with 6 months of exposure to Human Resource related activities |  |
| **** | Experience in independently Handling the Branch with operational processes |  |
| **** | Experience in handling Customer Service issues and sales in Branch. |  |
| **** | Have been selected as a Volunteer in Expo 2020 Dubai. |  |
| **PROFESSIONAL EXPERIENCE** | **38 months** |
| HR & Admin | Jan’17 – June’17 |

* **Human Resources Management**
	+ Prepare formats of Offer Letter, Appointment letter, Manpower requisition form, Attendance record
	+ Employee performance Appraisal format.
	+ Address day to day concerns of the employees
* **Recruitment**
	+ Screening & Short listing of relevant resumes

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| **Responsibilities** |  Schedule Interviews for shortlisted Candidates. |

* + Recruitment selection and salary negotiations Prepare Offer letter for the selected candidates and prepare appointment letter on submission of all the mandatory documents by the candidates.
* **Administration**
	+ Monitoring attendance, maintaining the monthly attendance and leave records.
	+ Maintain data of all employees, maintaining employee documents.
	+ Organizing team outing
	+ Coordinating the booking of travel tickets, hotel rooms & visa processing

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| **HDFC Life,** Branch Operations Officer | Oct’08 – Feb’11 |  |
|  |  Manage daily operations activities which involves New Business and Agency forms Scrutiny, Cash Handling |  |
|  |  | and Reconciliation, Policy servicing. |  |  |
|  |  Responsible of branch administration which include vendor payments and Petty cash Management. |  |
|  |  Taking care of customer walk-ins and customer service issues. |  |  |
|  |  Looking after Conversion of New Business Policies by Follow-ups with HO operations. |  |  |
| **Responsibilities** |  Maintaining Persistency by revivals and lead generations |  |  |
|  | Processing Agency forms |  |  |
|  |  Maintaining MIS for new business and agency. |  |  |
|  |  Ensuring compliance of branch Quality on new business and policy servicing. |  |  |
|  |  Actively involved in implementing 5's Practices across branch |  |  |
|  |  Coordinating with HO for Issuance and Claims within given TAT |  |  |
|  |  | Training Sales Team on Forms filling up and new processes implemented |  |  |

**EDUCATION**

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| MSc, Biotechnology | 2006-2008 | Dayananda Sagar College, Bangalore University, Bangalore |
| BSc, Biotechnology | 2003-2006 | K L.E Society's S.Nijaligappa College, Bangalore University, Bangalore |
| PUC | 2003 | Sarvodaya PU College, Bangalore |
| Class X | 2001 | MLA High School, Bangalore |

**SKILLS & ACHIEVEMENTS**

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| **IT knowledge** |  Knowledge of Basics in computer |  |
|  | Proficient in using MS-Office for routine job |  |
|  |  Well acquainted with Internet and using applications |  |
|  |  Won many contests on persistency as an individual and as a team |  |
| **Professional** |  | Maintained consistently the sigma score for the branch every month |  |
|  | Received an appreciation mail from Zonal Manager for overall outstanding performance & Hard work |  |
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|  |  Independently handled Branch with operational processes |  |
|  |  Dedicated, Organized and Detail oriented |  |
| **Strengths** |  Achievement oriented with Confidence |  |
|  | Enthusiastic team player, Fast learner and ability to manage change with ease |  |
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|  |  Strongly committed for self- improvement |  |

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**OTHERS**

* Enjoys playing Throw Ball, Shuttle, Swimming, Table Tennis, listening to music and reading.
* Practice & follows Art of Living & BYS(Bharatiya Yog Sansthan)
* Lifetime member of ISKCON
* Languages Known: Kannada, English, Hindi and Telugu
* Email: kalpa-397091@gulfjobseeker.com

I am available for an interview online through this Zoom Link <https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09>