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

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

|  |  |  |
| --- | --- | --- |
|  | **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

|  |  |
| --- | --- |
| **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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **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**

|  |  |  |
| --- | --- | --- |
| 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**

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |  |
|  |  |
|  |  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 |  |
|  |  |
|  |  Strongly committed for self- improvement | |  |

.

**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](mailto:kalpa-397091@gulfjobseeker.com)

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