**AMNA**

**OBJECTIVE**

Seeking a challenging career in Human Resource with a progressive organization which will utilize my skills, abilities and education in management while contributing to the development of the organisation.

**SKILLS PROFILE**

* MBA in Human Resources Management with 1.5 years professional experience in Human Resources, Admin Department & customer service in vediocon group

## Comprehensive knowledge on HR competencies, recruitment procedures & policy implementations, Handling Problems of customers, , Analyzing Information, Resolving Conflict

* Demonstrates flexibility and adaptability in daily work and to changing strategies procedures.

**CORE COMPETENCIES**

* Aggressive.
* Detail conscious.
* Good leadership skills.
* Effective communication skills.
* Ability to maintain interpersonal relations.
* Exquisite organizational & management skills.
* Confident.
* Flexible in work.
* Honest.
* Patient and Amiable

**WORK EXPERIENCE**

1. Worked as (HRAdmin & customer service) at Techno electronics (vediocon group)
2. Working as collection officer in Tahseel.

**Job Responsibilities**

 **1 . Recruitment**

* Coordination with Technical panel and understanding their requirements, defining job positions.
* Resourcing, screening and short listing resumes through various job portals or else internal reference, head hunting.
* Short listing the resumes based on desired skills and experience.
* Advertising vacancies, screening and short listing resumes.
* Conducting telephone and Personal interviews in coordination with department heads.
* Preparing offer letter, employment contract and job descriptions, completing joining Formalities and documentation.

**2. Training & Development**

* Scheduling and arranging training while coordinating with external trainers and training programs.
* Identification of training needs and nominating candidates for training.
* Encouraging participation of employees in various organizational events.
* Issuing training certificates after completion of the training.

**3. HR Administration**

* Preparing Final settlements, Gratuity, leave salary and all employee benefits.
* Compilation & processing of attendance data in attendance system.
* Processing monthly attendance musters for workers, trainees & officers.
* Maintaining employees personal files and records, communicating HR policies & across the organization at all levels.
* Designed Policies and Various HR Forms and Induction Program.
* Tracking attendance, maintaining leave records, PF records, issue letters, etc.
* Preparation of full and final settlement generation of Experience Letters, Relieving Letters.
* Keeping track of Confirmation, Appraisals, and Increments of employees.
* Preparing various letters like offer letter, appointment letter, confirmation letter, increment letter, transfer letter, Absenteeism notice, warning letter, showcase notice, experience/service certificate, relieving letter, etc.
* Provide manpower to the department according to their need.
* Prepare award list for employees according to their performance of attendance and working conditions.

4. Customer service:-

* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Maintains customer records by updating product information.
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
* Product Knowledge, Quality Focus, Problem Solve, Market Knowledge regarding product, Documentation check in better way , Listening their problems on Phone, Multi-task performing.
* Keen eye for detail and the drive to serve satisfactorily
* Problem solve and troubleshoot for customers regarding the product which they take

**EDUCATIONAL CREDENTIALS**

* Master of Business Administration with HR specialization with First Class(Hounors)
* Bachelor of Commerce with First Class.
* HSC (Commerce) from CBSE Board with first class.
* SSC from State Board with Second Class.
* Diploma in ‘o’ level in computer applications

**PROJECTS**

**Title:** Recruitment & Selection Procedure .
**Company:** Techno Electronics (vediocon group)

**AWARDS & ACHIEVEMENT:-**

**1-Participated in International Trade Fair, New Delhi in 2014.**

 **Which benefitted** :-

* Knowledge integration
* Develops interpersonal skills, Team skills, creativity and build confidence through Edu trips activities/experimental learning.
* Fun filled learning with guided sightseening of special attraction and adventure activities

**2- Commerce talent search exam**

 **PERSONAL DETAIL:-**

  **Date of Birth:** 21st June 1992
 **Languages known:** Perfect in English, Hindi

**Job Seeker First Name / CV No: 1716042**

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