Merlyn

Curriculum Vitae

**PERSONAL DETAILS**

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| **Email Address :** [merlyn.321637@2freemail.com](mailto:merlyn.321637@2freemail.com)  **Nationality :** Indian  **Visa Status :** Visit Visa  **Age :** 36  **Location :** Dubai, UAE |

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**EMPLOYMENT RECITAL**

* 11+ years of experience in Talent Acquisition, Performance Management, Attrition Management, Compensation & Benefits and People Management
* Proven leadership skills involving managing, developing and motivating employees to achieve the company’s goals. Able to work well under pressure, as a part of team and as an Individual
* Managed and spearheaded the Human Resources Department for Big Synergy Media Ltd a Reliance Big Entertainment (ADAG) group company for a 3 Years +
* Managed Talent Acquisition for renowned companies such as Intelenet Global Services, and Big Synergy Media Ltd.

**SKILLS**

* Strong communication and interpersonal skills.
* Strong Negotiator
* Effective Employee Grievances Cell & Employee Communications
* Process Driven
* Good knowledge of excel

**Job Responsibilities in Human Resources –Business HR/Chief Manager**

Manpower Planning and Recruitment

* Responsible to chalk out manpower plan for the organization with the consensus of HoD’s and in collaboration with CEO. Understand and recommend reporting structures. Ensure optimal staffing at all times.
* Recruitment and Selection process and follow same diligently with team members. Responsible for TAT in all recruitments and fillings of all positions timely.
* Responsible to devise orientation/inductions program for company. Responsible to ensure that all new joiners are inducted as per plan and program is followed.
* Responsible to ensure that exit interviews are conducted for all major separations. Monitor attrition and strive to reduce it.
* Succession Planning – Understand positions and plan for succession plans for key positions.

Training, Work Culture and Employee Engagement

* Responsible for training need analysis along with HoD’s. Arrange for training with consultants and ensure growth and development of Individuals and the Company.
* Responsible to Build and develop Company Culture and to ensure via policies that are constructive and productive work environment is created in the organization.

Policies and Corporate Communications

* Responsible for all Corporate Communications / Announcements on behalf of company and CEO.
* Responsible to devise Policies, Procedures and ensure follow of same and Discipline in organization.
* Administration of Company’s CSR
* Support CEO in all organizational matters

Statutory compliance

* Ensure compliance to all statutory requirements related to employer-employee relationship in India
* Represent Company’s interest to statutory agencies.
* Assist finance head and CEO in all statutory and taxation related matters.

People Management

* Provide direction to his team towards achieving desired results
* Handle all employee grievances. Listen to all queries/complaints from any one in the company, listen and provide resolution where-ever possible with HoD’s and/ or CEO.
* Talking to individuals, coaching and guiding them in professional growth

**Job Responsibilities as Assistant Manager Human Resources - Generalist**

* Maintained real-time & zero error updates on the recruitment needs of the Company
* Identified talent/manpower through networking and social media as a medium.
* Coordinated the interviews and completed the offer process with complete documentation
* Salary negotiations and prepared salary fitment
* Managing Audits
* Efficiently handled the joining formalities and coordinated the induction process for new hires
* Regularized salary structure in terms with Bands, Levels designation and hierarchy matrix.
* Compilation of base data as a part of the Annual Appraisal Process
* Vendor Management
* Monitoring Attrition.
* Employee grievances & ensuring prompt and effective redressal of employee grievances.
* Handling internal Job transfers and full & final settlements.
* Work proactively with Line HR to minimize employee related grievances.
* Identifying programs and opportunity to enhance the employee’s work experience.

**Job Responsibilities as Senior Executive Human Resources – Recruitments and Employee relations**

* Recruitment/Sourcing for Technical and Non Technical process.
* Involved in conducting initial screening of candidates.
* Personal Interviews & Tele-interviewing candidates.
* Conducting group discussions.
* Handling offer closures.
* Candidate follow-ups, acceptance and other negotiations.
* Interviewing & Managing CSE volume hiring on site & off sites
* Handled Internal Audits for Internal Processes.
* Dealt with vendors directly as a HR SPOC
* Handling MIS for the new entrants
* Solely responsible to follow up on offer letters & also maintaining MIS for the same.

**Job Responsibilities as an Associate in Customer Service**

* Create and maintain electronic mortgage transaction files for banking procedures at Efunds and Eserve International.
* Handled customer service calls and gave first hand resolution.
* Handled irate customers by being courteous and patient
* Certified SME by Internal Management based on process specifics.

***Worked with***

**Big Synergy Media Ltd 2008 – 2016, Mumbai - India**

A renowned TV Production / Entertainment Media setup, a small brief on the international formats produced, KBC *(Who wants to be a millionaire)* all 8 seasons produced till date, Sach Ka Saamna *(Moment of Truth)* 2 Seasons, Dus Ka Dum *(Power of 10)*, Kya Aap Paanchvi Pass Se Tez Hai *(Are you smarter than 5th Grader)*, Jhalak Dikhla Jaa *(Dancing with the stars)* 2 Seasons, Big Money and Aap Ki Kacheri 3 Seasons, and India Poochega Sabse Shana Kaun *(Who’s Asking an Israel format show)*.

**Intelenet Global Services (Now Serco) 2005 - 2007, Mumbai - India**

Intelenet Global Services Business Process Outsourcing to client in UK, Barclays was one of the big clients.

**Eserve International 2004 – 2004 & Efunds International 2001 - 2004, Mumbai - India**

Business Process Outsourcing for client based in US, UK and Canada

**ACADEMIC & CREDENTIALS**

# Pursuing 2 Years PG specialization in HR from WELINGKAR INSTITUTE OF MANAGEMENT STUDIES AND RESEARCH

# Bachelors degree from K.C. College, specialization in Economics and Commerce in 2000- 2001

**TRAINING COMPLETED**

I successfully completed American & British Linguistic training, Listening & Negotiation skills certified training, Contact Center Attitude & Ethics training, QAP/White Belt Training/Six Sigma. PeopleSoft, HRIS (Human Resource Information System) software & SAP