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| **Nomaan****Nomaan.334218@2freemail.com** |

 **(Accounts & Business Development Manager/ HR and Recruitment)

Nationality : Indian
UAE Authorization : Tourist visa(Valid till April 2017)**

**Professional Summary:**

* Total **4+ years** of Management experience in **IT, IT- Enabled services** and **non-IT** fields.
* Around**2.5 Years** of experience as **Business Development** and **Accounts** Manager in a reputed **USA’s IT-Staffing** and **Recruitment** company.
* Hands-on working experience in finding new clients, building **new relationships** and **leads,** and developing new **business strategies** for the company.
* Experience in **cracking deals** and **negotiating** over the rates with the clients.
* Served as a **Marketing Head** and Good knowledge of **Marketing** the consultants on bench on online portals (like Dice, Monster, Indeed, CareerBuilder, etc), and doing **market analysis**.
* Experience in **Talent acquisition**, **recruiting** the consultants on online portals making **Queries** and using **String search** concept and other link and sources, reviewing their final resume and doing their **technical screening** before submitting to theVendors, Implementing partners or Direct clients.
* Acquainted with types of **Visa permits**(Work Authorizations), I-9, I-797, W-9 and various other tax forms, **E-verify reports**, Good Standing company certificate, Article of Incorporation and various other legal company documents.
* Fulfilling the **Insurance requirements** of the clients for the placed candidates.
* Good knowledge on **Java Programming Language** for small-scale **software development** using **JDK** (Java Development Kit) and **BLUEJ** integrated development environment.
* Acquainted with technologiesand concepts used in**Data Analysis, Data Modeling, Data Architecting, Big Data, Java, Oracle, ETL, PHP/Drupal, Hadoop**.
* Good conceptual understanding of tools and concepts like **SQL** Queries, **RDBMS**-Relational Database Management Tools, **ETL** tools, Data Modeling tools, **Reporting tools, OLAP, OLTP, ODS, Data warehousing** and **Data marts**.
* Familiar with other concepts like Data Integration, **Extract-Transform-Load(ETL)** process, **Data Staging**, creating **ETL Jobs and tables** and **Metadata** concept, **Normalization/ De-normalization** techniques, Data Import and Data Export, Conceptual, Logical and Physical **data models**, **MDM**(Master Data Management), **Big Data**, **Hadoop** and **AWS**(Amazon Web Services).
* Managing the **Contracts**and **Service Agreements**with the clients, looking after**invoices,Purchase order/ Work order, paystubs and payments**, timesheets of the candidates and **payroll management.**
* **Manning**the **interview** and the **joining** process of the candidates.
* Reviewing the Job Description and meeting the **client requirements**.
* Managing the employee raising and **recruitment process** of the employees and their **on job training** and inductiontraining.
* Experience in handling a team of **22** recruiting members as a **Team lead**.
* **1+ Year** of experience as a **Customer Care Executive / Lead and Floor support** and working on **CRM(Customer Relationship Management),ERP (Enterprise resource planning)** and**Nortel** software.
* Experience in **B2B** and **B2C** sales of **Telecom** and **Digital TV devices**.
* Solving **Technical queries** of the customers and doing tagging for keeping records of their queries.
* **Auditing** the **Callquality**of the team bymatching them with the given parameters of the calls.
* Solving the forwarded and unsolved escalations by the team.
* Around **6 Months** of experience as an **Accountant/HR Executive** and Technical Operator in an **NGO**, working for child welfare, nutrition and education.
* Handling the **accounts** and the **Bill books**, **Ledgers** and **Rough Balance sheets** of the firm.
* Establishing a Safe working environment for the employees and working for their welfare and positive attitude towards the company.
* **6 Months** of Experience as a Background Verification Executive in a **Recruitments andHR Solutions**Company.
* **Investigating** and verifying Criminal, Educational and Residential background of the consultants for various reputed companies like IBM, DELL, TCS, WIPRO, ACCENTURE, etc.
* Conducting **Drug tests** and **Finger printings** tests, and**Auditing** the quality of the process.
* Analyzing the **Final reports** for errors and submitting them to the clients.

 **WORK EXPERIENCE :**

**India ‘July 2014 - till date’
Business Development Manager /Accounts Manager**NPV Staffing is a USA based IT Staffing and Recruitment company established in 2009 and currently operating in USA, Canada and India and working for USA and Canada IT staffing requirements. It deals in IT, Financial and Healthcare Sector with its Head Office in Williamsville, New York.It is listed on top 150 Entrepreneur companies of 2016 in Unites States. (www.npvstaffing.com) **Responsibilities:**

* Looking after the complete process of **Staffing** and **Recruitment**,and managing proper process execution by all the departments.
* **Gathering business requirements** from the clients,**negotiating**over the rates with the clients and developing new **business strategies.**
* **Building relationships**, generating new**leads** and clients for the company,and cracking new deals.
* **Talent acquisition process** and**Gathering candidates**to work on company’s work authorization and payroll.
* Working on **CRM (Customer Relationship Management)** and **ERP (Enterprise resource planning)** to manage business process and other back office functions and Human Resources.
* Searching the candidates by implementing**Queries** and**String search concept** on job portals.
* Finding new candidates as per the client’s requirements.
* **Reviewing** the final **resume** of the candidates and doing their **technical screening** before submitting to the clients.
* Managing the process of **Marketing** of candidates on online portals (like Dice, Monster, Indeed, CareerBuilder, etc).
* Reviewing the **Job Description**received from clients, meeting theirrequirements and fulfilling them.
* Conducting **Telephonic/Skype Interview** and **screening**of the Data Analysts, Data Modelers, Data Architects, Big Data, Java, Oracle, ETl , PHP/Drupal and Hadoop Developers, before their final submission of resume to the clients.
* Managing the **Visa permits** (Work Authorizations), Tax forms, **Insurance certificates** and other legal documents of the company as well as the candidates.
* Managing the **Contracts** and **Service Agreements** with the clients, looking after **invoices, Purchase order**/ Work order, **paystubs and payments**, timesheets of the candidates and **payroll management.**
* **Manning** the **clientInterviews, Background verification/Drug test,** and**Joining** process of the candidates.
* Managing the employee raising,**recruitment process** of new employees and their **on job training** and induction training.
* Handling a team of **22** recruiting members and providing them proper on Job training as a **Team lead**.
* **Monitoring** the working of the consultants at the client’s location and looking after all the end-to-end operations of the company.

**AIPSS, Bareilly, India ‘Jan 2014 - June 2014’
Accountant/HR Executive and Technical Operations**

AIPSS in an Eastern India based NGO established in 1998 and working for Child welfare, nutrition and education with over a thousand volunteers and successfully running in various cities of the state.It basically deals in providing free education and nutritious meal at schools for belowpoverty-line children.

**Responsibilities:**

* Looking after the **Accounts, Expenses** and **Bill books**, **Ledgers** and **Rough Balance sheets** of the firm.
* Managing proper quality **food production** and its**distribution** at schools.
* Auditing the **food quality** and **nutrition** level on daily basis.
* Establishing a **Safe working** environment for the workersand volunteers.
* Ensuring the **welfare**of the employees and their positive attitude towards the company.
* Managing the **recruitment process**for the hiring of new workers and employees, and ensuring their proper on job training.
* **Creating Database** and maintaining **Data entry** softcopies and records of daily operations, and submitting final **progress reports** to the Directors, Health Departments and Government bodies on monthly basis.
* Maintaining and updating **activity logs**, and tabulated results on a daily basis.
* Solving the general Technical **IT**and **computer**related issues of the firm.
* Looking after the **distribution of materials** (like stationaries) at the schools.
* Looking after the material in **stock** and purchasing.
* Making new strategic Planning on **Health & Nutrition** Management.
* **Organizing** general awareness camps in rural areas and schools, conducting free health checkups at schools.
* Monitoring of proper **Teaching & Development**of children at rural schools.
* Assessing the quality of teaching and teachers at those schools.
* Managing proper **Liaison & Co-ordination**among all the departments and healthy synchronization among all.
* Managing the funds and donations, **budget preparation** and its implementation.
* Conducting **skill development** programs in co-ordination with district / state officials.
* Working with research and development team for**cost-effectiveness** in production and managing the **Supply Chain.**
* Sound planning and **time management**of daily production.
* Uphelding emergency safety protocols and drafting incident reports to the company Directors and concerned authorities.

 **Gravity Integrates,Lucknow, India ‘June 2013 - Dec 2013’
Background Verification Executive/ HR Executive**

Gravity Integrates is an Indian HR Solution company, established in 2009,and dealing in Recruitment, Employee/ Vendor Verification, Immigration and various other HR related solutions.
(www.gravityintegrates.com)
 **Responsibilities :**

* **Investigating** and **Verifying** Criminal, Educational and Residential background of the candidates for various client companies like IBM, DELL, TCS, WIPRO, ACCENTURE, etc.
* Looking after the **Drug tests** and **Finger printings** tests of the candidates, and**Auditing** the quality of the process.
* **Monitoring** and driving the team in the whole end-to-end process of Background Verification, as a **Team Lead**.
* Hiring and giving proper **induction training** to the new employees.
* Establishing a Safe working environment for the employees and working for their welfare and positive attitude towards the company.
* Arranging for required documentation that fulfills**KYC** (Know Your Customer) norms, **Verify** documents provided for account opening with originals & certify the same, Monitoring all Dummy accounts.
* Conducting **Education Verification** and preparing reports based on verification of highest completed Education.
* Preparing reports on **Employment background verification**, Research (like company domain searches)identity, database check. Reference check, Form 16 verification, Handling Clients, Updating closure within timeline.
* Preparing reports based on **verification of Address**.
* **Investigating** and **analyzing**the blood **reports** of the candidates for any error.
* Consolidating reports and sending it to Quality check Team for further analysis.
* **Preparing reports** that whether the personal information the candidate has provided to the client company is verified and true.
* Analyzing the **Final reports** for errors before submitting them to the clients.
* Manning the complete operation and leading the whole district team into it.

**Aegis Pvt. Ltd,Lucknow, India ‘May 2012 - May 2013’
Customer Care Executive/Lead & Floor Support**

Aegis is a global business services provider of customer experience management for over 30 years, working across 9 countries and with over 40,000 employees. It mainly deals in Telecom BPO and is India’s largest outsourcing support provider for domestic telecom companies.
http://www.aegisglobal.com/in

 **Responsibilities:**

* Handling **Customer calls** and **mails**, solving their **technical queries**, problems and complaints and other product related issues of the customers.
* Tagging and record keeping of their queries and resolution provided.
* Managing customer data on **CRM(Customer Relationship Management).**
* Using **Nortel BCM** (Business Communication Manager) client-based application to manage the **business communication** at a single site.
* Arranging a technician visit to customer for unsolved complaints.
* Looking after the **TAT**(turnaround time) given to customer and monitoring whether if the customer’s complaints have been closed and resolved.
* Getting in touch with customers to know about their experience and their feedback.
* **Troubleshooting** system issues, CRM issues, Nortel issue and company’s other softwares and applications.
* Handled a team of **8**Customer care executivesas a **Team lead**.
* Responsible for team’s wind-up of calls within the average time, checking the calls on wait and ensuring the proper call parameters followed by the team.
* Briefing the team about latest updates and changes in the process and giving **induction training** to new hired candidates.
* Managing the call flow of the on-going process followed by the team and Handling the **escalation** calls as a Sr. Customer Executive.
* **Auditing**the call quality and candidates’ performance according to the defined parameters.
* Looking after and **generating reports** of all **B2B** and **B2C** sales and submitting the final reports to the Manager.
* Evaluating and enabling the capabilities of the candidates to work in a **24\*7 hours** environment.
* Managing the time and shift schedules of the candidates and analyzing their **working flexibility** and pressure.
* Understanding the **customer behavior**, demands and analyzing their feedbacks for improvements in process.
* Working under Floor Manager and supporting the floor in the whole end-to-end process.

**Education** :

* Holding a **Bachelor’s Degree**in **Commerce**.
* Holding **Diploma in Nautical Science** leading to **Bachelor of Science** (Nautical Science and AppliedScience).
* **Career Objective :**To become associated with a reputed HR Staffing and Recruiting Company where I can utilize my skills and gain further experience while enhancing the company’s productivity and reputation.
* **Areas of Interest :**Accounts, Business Development, Staffing and Recruiting, IT/ITEs, Sales & Marketing, Supervising, Customer Care, Team Leading, Automobiles.

 **References:** available on request.