

SARITHA TULSIJA

Bachelor Of Arts (Mass
Communications)

Contact

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Languages

English

Sindhi

Telugu

Hindi

Extra-curricular Activities

- 6 years of experience in **managing and handling more than 100 events** including fashion shows, award ceremonies, seminars, conferences and road shows
- Hosted National Conference on Environment, 2017 by National Green Tribunal
- Handled corporate events for companies like Tata Motors, Bajaj Motors, Axis Bank, Kerala Tourism

Results-focused Technical Recruiter committed to client service and creative recruitment strategies. Successfully identifies and closes top industry talent.

Education

Bachelor of Arts (Mass Communications)

- Graduate in Literature, Psychology, Journalism and Mass Communication.
- Certificate course in Event Management.

Work History

2021-09 -

2021-12

TECHNICAL RECRUITER

Indotronix Avani Tech Solutions

- Responsible for all aspects of the sourcing and hiring of IT professionals to fill technical positions. Identify and fill job openings, interview candidates, and keep records of applications
- Successfully hired 3 candidates for the client in a span of 2 months.

2012-03 -

2017-10

Customer Service Representative

HSBC - Global Service Delivery, GSCV

Handled customer inquiries, complaints, billing questions and payment extension/service requests. Calm angry callers, repair trust, locate resources for problem resolution and design best-option Solutions.

Responsibilities

Process Trainer – UK Cards: Trained a mix of voice and non-voice associates answering customer queries and processing requests. Master, Visa, Store and Co-Branded credit cards. Handled a span of 29 associates.

Senior Advisor – Disputes & Chargebacks: Been a part of the End to End Disputes & Chargebacks processing team for UK region. Streamlined procedures and automated process Queues.

Senior Advisor – UK Cards: Been a part of the telephonic team – Centre of Excellence which handled all customer queries related to UK Credit Cards. Initiated and managed projects related to process

and Bank of India, Odisha Tourism etc.,

- Awarded **Dandiya Queen** for the year 2015
- Awarded 1st Runner-up at Anchors War 2013
- **Winner of Dance Baby Dance** – a telugu dance reality show
- Assistant Dance Choreographer at Blaze Dancing Institute

Hobbies

Dancing
Singing
Travelling.

development and cost reductions.

Senior Executive – Hong Kong Cards: Part of the Data Entry processing team which dealt with processing credit card applications, customer KYC and compliance.

Collections Executive – US Mortgage Loans: Core Collections – First level recovery team for Mortgage Loans, HSBC USA. Was a part of the Skip-Trace team and Bankruptcy team.

Achievements

- **Secretary of the Student Council** 2011-12, St.Joseph's College for Women.
 - **Miss St.Joseph's** 2012.
- Hosted numerous college events and conferences

Key Accomplishments

- Certified Process Trainer for Customer Service Executives. **Trained 50 executives** for the processes assigned.
- Officially commended for initiative, enthusiasm, tenacity, persuasiveness, intense customer focus and dependability in performance evaluations.
- Member of **People Committee** that focuses on people management.
- Member of **Social Committee** that encourages employee engagement across the organization.
- Rewarded as **Employee of the month** for various months during the tenure.
- Awarded as **Service Excellence Champion** for the year 2013.