

Neha Srivastava

Specialist IT Recruiter

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Experienced Recruitment Specialist with a demonstrated history of delivering leading talent in information technology, Travel & Airlines, Banking & Insurance and ITES & BPO Industries. Skilled in Sourcing, Staffing, Business Process, and Executive Search.

EXPERIENCE

POPM Global

03/2019-Present

Freelance Tech/Digital Recruiter

- Develop recruiting strategies that meet anticipated staffing needs.
- Review job orders and employment applications to match applicants with job requirements.
- Search for job candidates using various sources such as databases, internet recruiting resources, networking, job fairs, media advertisements, recruiting firms or employee referrals.
- Select job applicants, confirm their qualifications and refer them to hiring managers, making recommendations when appropriate.
- Advise management on implementing, organizing and preparing recruiting programs while providing them with training on interviewing, counseling techniques, performance appraisals or documentation of performance issues.
- Contact applicants to inform them of their application statuses and conduct background or reference checks on job applicants, particularly those who will be given job offers.

Confidential

12/2014-01/2015

Freelance Recruiter

- Sourcing and screening the qualified candidates as per the respective strategy for a particular job position.
- Managing candidates in an effective way throughout the interview process and negotiating the offers effectively.
- Developing and implementing recruitment plans and strategy for selection in the assigned business areas.
- Scour job search websites for potential recruits and contact those candidates personally.
- Review and analyze resumes using our in-house ATS software program.

Dnata (Emirates Group) Delhi, India

08/2012-06/2014

Senior Travel Consultant & Recruitment Specialist

- Understanding client's travel requirements and asking relevant questions to gather as much information as possible.
- Outlining all options regarding possible destinations, flights, car rentals, accommodation and exchange rates, as well as discussing issues like safety and immunization with clients.
- Booking flights and accommodation and arranging car rentals as per client specifications.
- Answering all clients' questions and addressing complaints as soon as possible.
- Reporting to the Travel Manager.
- Keeping all client information strictly confidential.
- Providing friendly service and building professional relationships with clients.

American Express Pvt.Ltd Delhi, India

05/2010-05/2012

Senior Travel Analyst

- Serve as a general resource and point of contact for travel-related issues; assist employees with travel-related issues or concerns.
- Arrange travel and accommodation for employees and company guests.
- Research, negotiate, and secure rate with airlines, car rental companies, and hotels.
- Review and ensure all contracts for appearances include necessary specifications.
- Act to ensure safe and efficient travel operations, in accordance with organizational policies and guidelines.
- Receive and respond to incoming travel requests on behalf of the organization.
- Perform special projects and assignments as directed.

Process Associate

- Advising on process upgrades to improve production rates and reduce costs.
- Monitor all transactions and ensure compliance to quality regulations and maintain effective relationships with clients.
- Manage everyday work activities and informed team lead appropriately.
- Documents all transactions on an everyday basis and collate metrics from various associates and prepare appropriate reports.
- Monitor all data entry operations and ensure compliance to timeframe.
- Coordinate with team members and ensure achievement of all team objectives and goals.
- Analyze all issues of internal and external clients and provide effective resolutions for same.
- Ensure optimal level of customer services and collaborate with stakeholders for all requests.

EDUCATION

Delhi University

2003-06

Bachelor of Commerce

YMCA

2004-05

Diploma in International Air Ticketing

Kuoni Academy of Travel

2005-06

Diploma in Air Fares & Ticketing

SKILLS

- Communication
- Customer service
- Problem-solving
- Time management
- Leadership
- Willingness To learn
- Teamwork
- Critical thinking
- Adaptibility

CERTIFICATIONS

Certified Linkedin Recruiter

Technical Recruiter

hrist.com