



Curriculum-Vitae

Ananya Mukherjee E-Mail:ananyamukherjee541@gmail.com LinkedIn| Facebook|| Twitter Mobile No. : 9674720434

- ❖ More than 9+ years of experience in Employee Relations & Human Resource Operation.
- ❖ Around 5+ years of experience in stakeholder management, administrative management, vendor management, client management.

ACHIEVEMENTS

- ❖ Successfully looked over HR Operations; Employee Relations; Grievance handling, Performance Management, Culture building.
- ❖ Closed various positions in Finance, HR, Sales, Marketing, Customer Support, Operations.
- ❖ Successfully looked over Vendor Management, Budgeting and Financial Management.

Human Resource Operations

- ❖ Employee Relations & Engagement.
- ❖ Talent Acquisition & Recruitment.
- ❖ HR Policy & Compliance
- ❖ Performance Management
- ❖ Training & Development
- ❖ Compensation & Benefits
- ❖ Conflict Resolution
- ❖ Organizational Development
- ❖ HRIS (Human Resource Information Systems)
- ❖ Workforce Planning & Analytics
- ❖ Leadership & Team Management
- ❖ Grievance Handling
- ❖ Skip Meeting
- ❖ Kept Records on attrition, working to reduce the attrition every month in present organization.
- ❖ Maintain the tracker on hiring, attrition and keep the update on total manpower.
- ❖ Mediate complex employee relations issues and conflict situations.
- ❖ Member of Posh Committee in Current Organisation
- ❖ Arranging of Employee Engagement and Rewards Programme

Administrative Management

- ❖ Provided high-level administrative support to executives and management, including calendar management, travel arrangements, and meeting coordination.
- ❖ Event planning, meeting organization, cross-functional collaboration
- ❖ Administered and maintained office supplies and equipment, ensuring cost-effective procurement and utilization.
- ❖ Coordinate with clients and vendors to ensure timely resolution of issues and effective service delivery.

ACADEMICS

- ❖ Passed ICSE from ST. Thomas Girls School, Kidderpore, Kolkata -7000 23, with 60% marks.
- ❖ Passed Standard XII from NIOS with 55% marks.
- ❖ Passed BA (Honors) in the Russian Language from Calcutta University with 63% marks, and other additional subjects were Journalism and Elective English.
- ❖ Pursuing HRM from NMIMS University- Mumbai

COMPUTER SKILLS

Conversant with -Proficient with MS Office : Excel , Word , Outlook , & Power point, Proficient with Linux : Libre Office , Word , Outlook , & Power point,

Professional Experiences:-

Worked at Beehive School as Counselor and HR Executive from 2014-19

Work Experience

- ❖ Coordinating with guardians regarding admission of their kids.
- ❖ Scrutinizing emails and forwarding them to the director.
- ❖ Drafting and mailing on his behalf.
- ❖ Arranging meetings and fixing appointments.
- ❖ Looking after the Recruitment of teachers, office staff, pantry staff, etc.
- ❖ Preparing payroll of every staff associated with the organization
- ❖ Taking care of every problem faced by every child and staff and dealing with complaints that are seldom received from guardians.
- ❖ Looking after the maintenance such as housekeeping, pest control, AC Servicing, computer repairing, Lab maintenance, etc.
- ❖ Making of presentation for branding purposes. Dealing with the sales team. Take note of their visit etc.

Worked at Armsoft Tech Pvt.Ltd as HR Assistant Manager for both Kolkata and Noida branch from June'2019- Dec'2022

Work Experience

- ❖ Looking at the entire end-to-end recruitment cycle from sourcing screening, competitor mapping, client relations, and people management.
- ❖ Looking after the entire admin at Kolkata Office. Fixing AMC and coordinating the same with an entire management team.
- ❖ Sourcing suitable candidates using primarily job postings, and mass mailing in portals.
- ❖ Recruitment and sourcing of resumes through various ways using portals (Indeed, LinkedIn, Naukri, Hirect, Apna) references, and social networking.
- ❖ Interview scheduling conducting telephonic interviews. Identify a suitable candidate.
- ❖ Taking care of attendance and issuing fingerprints for the new candidate over the biometric machine.
- ❖ Maintenance of HR Wallet for attendance, handling of employee grievance on salary discrepancy, etc.
- ❖ Prediction on employee attrition every month and take necessary steps to reduce it.
- ❖ Review and ensure accurate maintenance of all employee records and files
- ❖ Respond to questions, requests, and concerns from employees regarding the company and take adequate steps.
- ❖ Assist in payroll preparation by providing relevant data to the account manager (absences, increments, leaves, etc)
- ❖ Assist in monitoring/tracking employee relations issues including resolution and follow-up.

Worked at Arrise BPO Solutions Pvt Ltd as HR- Assistant Manager and Administration for both Kolkata and Nagpur branch from Jan-2023 to Oct-2024.

- ❖ Looking at the entire recruitment team, client relations, and people management.
- ❖ Training Team in sourcing suitable candidates using primarily job postings, references, and mass mailing in portals.
- ❖ Recruitment and sourcing of resumes through various ways using portals (Indeed, LinkedIn, Naukri, Hirect, Apna) references, and social networking.
- ❖ Interview scheduling conducting telephonic interviews. Identify a suitable candidate.
- ❖ Taking care from joining till onboarding employee doing of induction, clearance of PCC, conducting DRA-training.
- ❖ Maintenance of Zing for attendance, handling of employee grievance on salary discrepancy, etc.
- ❖ Prediction on employee attrition every month by preparing of RAG Report and take necessary steps to reduce it.
- ❖ Maintenance of Closure data and keep the record of hiring for every process and attrition and keep the update on manpower.
- ❖ Performing of Skip Meeting every Saturday, handling of Grievance, issuing of PIP based on performance and warning letter of not following COC.
- ❖ Taking care of entire office administration at Kolkata Office-
 - i) Purchasing of housekeeping items and keeping the record on it
 - ii) Correct utilization of Impress amount given by office and submission of proper bills of expenditure done.
 - iii) Maintenance of Office chairs, doors, light, washroom etc.
 - iv) Looking after the AMC of Pest Control, AC Servicing and Fire Extinguisher
- ❖ Maintaining performance sheet for every staff for each month.
- ❖ Planning of activity, every weekend.
- ❖ Conducting of RNR every 3 months.
- ❖ Respond to questions, requests, and concerns from employees regarding the company and take adequate steps.
- ❖ Assist in payroll preparation by providing relevant data to the account manager(absences, increments, leaves, etc)
- ❖ Assist in monitoring/tracking employee relations issues including resolution and follow-up.
- ❖ Maintaining of Exit Interview Sheet, and looking after FNF and providing release letter to every exit employee.

Working at Shree Vasu Logistics Ltd as HR- Manager from October-2024

- ❖ Lead HR department operations, including recruitment, performance management, employee relations, and HR policy development for a workforce of 500 employees.
- ❖ Administered the recruitment process, from job posting to interviewing and hiring, for various positions across departments.
- ❖ Provide support to employees and management on a variety of HR-related topics, including conflict resolution, performance issues, and workplace concerns.
- ❖ Develop and implement employee training and development programs, resulting in 80% improvement in employee performance and job satisfaction.
- ❖ Manage benefits administration, including health insurance, retirement plans, and wellness programs, achieving 100% employee participation.
- ❖ Collaborate with senior management to develop HR strategies aligned with business goals, improving overall employee retention by 100% year-over-year.
- ❖ Coordinated employee relations, including handling employee grievances and promoting a positive workplace culture.
- ❖ Assisted in the development and implementation of performance management systems, including conducting performance appraisals and goal-setting sessions.
- ❖ Supported training and development initiatives by identifying employee skill gaps and facilitating relevant training sessions.
- ❖ Provided administrative support to HR department by preparing HR-related documents, tracking attendance, and assisting with payroll processes.
- ❖ Maintenance of Closure data and keep the record of hiring for every process and attrition and keep the update on manpower.

- ❖ Planning of activity, every weekend.
- ❖ Conducting of RNR every 3 months.
- ❖ Maintaining of Exit Interview Sheet, and looking after FNF and providing release letter to every exit employee.

Declaration:-

I hereby declare that the above-mentioned information is true to the best of my knowledge and belief.

Ananya Mukherjee

