**K.Mithun**

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**Career Summary:**

* An astute professional with a total experience of **15+ years**, and exposure in **Staffing and RPO** domains**.**
* **Currently associated with Qnucleus Tech Solutions, Hyderabad as Head – HR & Recruitments**
* Operations Management, Delivery management, Human Resource Management, Business Development, Sales, Resource Management, Accounts Management, Administration, Corporate Recruitments, Talent Acquisition, Managing and leading teams, US IT Consulting with Fortune 100 Clients Globally.
* Responsible for full cycle Recruiting and Sales in a fast pace environment.
* A thorough professional with a proactive and target oriented attitude and proven track record in handling end-to-end operations.
* Proficient at managing & leading teams for running successful process operations & experience of developing procedures, service standards for business excellence.
* Deftness in monitoring delivery of high-quality customer experience, elevating customer satisfaction, while adhering to the SLAs and work processes and thus managing cost-effective operations.
* Had growth of 165% in terms of margin and growth of 155% in terms of Headcounts
* Effective in utilizing resources, improving processes, increasing quality and reducing costs
* An efficient and mature individual with experience in dealing with internal and external customers, accurate in handling sensitive situations, viz.
* By maintaining an optimistic attitude. Proficient level of administration experience with excellent communication skills. Reliable, competent, confident and hardworking.
* Proven track record of providing excellent client satisfaction
* Very well experienced in multi-tasking within a team and as an individual. Adaptable to a new environment and committed to working accurately.
* Ability to lead a team by example, and motivate them to achieve desired objectives
* Professional attitude, maintaining calm and composure under pressure with a proven ability to be reliable during crisis situations.

**Highlights:**

* During the past 15+ years my experience has led me to various Recruiting, Sales, Sales Management and Leadership positions in the Information Technology Services sector. I have worked for or been a partner in various size organizations (start-ups, regional and international firms).
* I have learned many skills during my career
* Excellent Knowledge of Sales & Recruiting Life Cycle.
* Achievement oriented with an ability to manage change with ease

**Professional Experience:**

**Qnucleus Tech Solutions, Hyderabad, INDIA**

**Head- Recruitments**

**August’18 to till date**

* Responsible for End to End recruitment related activities.
* Currently Managing Pan India Recruitments.
* Experience in Recruitment Budgeting
* Specialized in BEI technique.
* Expertise in Analytics (Oracle and Microsoft BI), Servicenow, EPM, Oracle Suits, IBM, Mongo and Informatica recruitments
* Implemented Technical assessment platform(Mettl), which drastically reduced Technical panel billable time.
* Conducted Salary benchmarking across Pan India with strategic alliances/partners**.**
* Experience in Leadership Hiring.
* Experience in Recruitment Budgeting
* Experience in Analysis and implementation of Cost Effective Recruitment processes.
* Designing, building and implementing various recruitment Processes and Models.
* Decision maker in hiring for entry level to associate manager levels (A1-A5).
* Monitor Employee Referral Program
* Redesigned the referral program process and policies and streamlined, implemented and operationalized referral portal and bonus payouts
* Promoted special campaigns for referral and internal movements
* Promoted LinkedIn campaigns for strategic hiring.

**Client and Stakeholder Relationship Management**

* Identify vendors
* Rate negotiations
* Vendor empanelment
* Invoice verification and approval
* Conducting bi-weekly reviews

**Team management**

* Managing a team of 15 members and ensure they follow the recruitment timelines, operational excellence, process adherence and ATS compliance.
* Responsible for generating weekly/ monthly reports to showcase the recruitment conducted for the respective BUs and to track the performance of each recruiter.
* Identifying the training needs for the team and facilitate it.

**Stakeholder management**

* Escalation handling
* Weekly reviews with the BU heads to explain on the progress of their hiring needs.
* Monthly recruitment dashboard shared with the respective business units.

**Employee Referral Program**

* Redesigned the referral program process and policies. Streamlined, implemented and operationalized referral portal and bonus payouts
* Promote special campaigns for referral and internal movements
* Promote LinkedIn campaigns for strategic hiring.

**Vendor management**

* Identify vendors
* Rate negotiations
* Vendor empanelment
* Invoice verification and approval
* Conducting bi-weekly reviews

**Skills/ Technology Recruiting for: Java, DBA(SQL, Mongo, Cassandra, Oracle, Oracle Apps, ServiceNow, MS-CRM, Dynamics, Sharepoint), IBM Mainframes, Infrastructure, Oracle Fusion and HCM**

**Cenit Hub Pvt, Ltd. Hyderabad, INDIA  
Manager-Client Relationships  
May’16 to July’18**

* Created and implement staffing processes and business strategies to achieve an annual hiring plan that emphasizes quality and speed of hires and strong client management culture.
* Working closely with business leaders, HR business partners, and Finance to ensure that the staffing organization is able to support business growth.
* Managing and inspiring a team to deliver results while effectively communicating all critical dimensions of staffing vision, status and business plans with leadership team a broader audience.
* Collaborate with and influence complex partner relationships within the organization.
* Get to the root cause of any issue to solve problems, no matter how complex, and design and implement solutions that cut across multiple disciplines.
* Proven track record of developing recruiting professionals at all levels.
* Comfortable rolling up your sleeves to get things done in tandem with participating in deeply complex strategy discussions.
* Proven ability to take initiative and build strong, productive relationships; an ability to identify and galvanize this complex web of relationships and dependencies to holistically solve problems and seize opportunities.
* Maintaining track record of excellence in sourcing and assessing talent.
* Skilled in offer negotiation, awareness of pertinent employment legislation and employment market trends
* Maintaining excellent relations with clients to generate avenues for additional business.
* Monitoring post service activities like follow up with clients and candidates, service reminders.
* Mapping the client’s requirements and providing them customized business solutions through new proposals, presentations and demonstrations. Identifying & networking with prospective clients from new / existing accounts and achieving increased sales growth thus catalysing profitability.
* Mapping client’s requirements & providing advisory services to select right solution.
* Planning, scheduling and executing operational plans for the achievement of pre-defined goals and targets, ensuring optimum resource utilization.
* Maintaining high discipline and norm adherence, encouraging innovative suggestions from associates to improve operational functioning.
* Coordinating with seniors for providing inputs for process control & ensuring end to end resolution of all critical issues, client’s queries and escalated matters.
* Sustaining a harmonious environment, encouraging associates to voice their opinions.

**HB Technologies, Inc. Hyderabad, INDIA**

**Manager-Sales& Operations**

**Nov’11 to April’16**

* Responsible for the complete staffing unit consisting of 30+ recruiters, account managers and support staff
* Dealing with both Direct Clients and System Integrators
* Generating ROI for the contract staffing, perm hires and bench staffing arms of HB Technologies
* Continuous engagement with sales team in order to understand and asses the client requirements and build a proactive pipeline to reduce TAT
* Interacting with the client(s) on a regular basis and relaying the information to business development/sales teams and to the executive management. Monitoring various VMO of MSPs
* Ensure high levels of team motivation for optimal productivity
* Creating and implementing incentive structures and R&R programs
* Identifying training needs and administering performance improvement programs where necessary
* Regularly monitoring the on-boarding process and maintaining touch points with the on-project consultants
* Participating in Payroll processing for the consultants
* Monitoring the Bench and Consultant placement efforts
* Purchase and Allocation of Job Boards and Other Sourcing platforms. Ensuring optimal usage to generate ROI
* Co-ordinating with the various internal support teams for staff requirements and employee engagement
* Designing of process to capture various elements of data in process for performance analysis and forecasting
* Developing reports analyse performance by clients, teams and individuals
* Monitoring the performance of teams and their leaders; creation and implementation of improvement/training plans
* Create revenue based reports with the assistance of Finance teams for to analyse profitability by teams and clients
* Mapping process and creating QC points
* Liaise with the top management for regular review of revenue to expenditure - identify revenue leakage gaps & cost effectiveness measures
* Set Up and maintain Infrastructure to support Off-shore Operations for within the prescribed Budgets.
* Ensure all IT networks (Email, Data, VOIP) had an uptime of 95% or above Liaise and co-ordinate with the service providers for optimal performance of their respective circuits
* Managing the overall Security of the premises, data, IP and network
* Leading teams of the IT admins and Facility admins
* Assist the finance team in creating excel based reports to AP/AR and co-ordinate with the client SPOCs for timely payments and compliance (SOW/PO)
* Participating in the RFI & RFP initiatives

**Other Responsibilities:**

* Reporting directly to our CEO on No. of Purchase Orders / Starts / Project Endings / Monthly Reports etc. Resolving queries of US Consultants and providing one call resolution.
* Identify the reasons for non-payment of dues from debtors. Take corrective actions to improve receipts form debtors.
* Reconciliation with Customer Accounts to resolve account discrepancy.
* Worked on Timesheets, collecting them from the consultants on weekly basis and entering them in Springs Ahead timesheet entry System.
* Creating Invoices to the customers for the prompt payments to be received from them on timely basis.
* Working on Accounts Receivables to make sure the payments are coming on time to the company. Weekly Meeting with Management to resolve discrepancy in Accounts and Accounts Receivables.
* Weekly Meeting with Team to resolve issues in Invoices, timesheets and hours of consultants for payroll purpose and on Accounts Receivables.

**Clients: Sony, Workday, Huawei, Dolby, CSAA and Adobe. TCS, Tavant, Infosys, Virtusa Etc..**

**Head-Business Development Manager**

**Dec’06 to Nov’11**

**Responsibilities:**

* Was a pilot member of Direct-Client team
* Lead Generation for new prospective clientele through Web-search.
* Handling and Motivating my Sales team for Target Achievement
* Initiating Market Research from client perspective
* Cold calling to responsible Hiring Managers for Vendor Listing and Requirements.
* Maintaining a proactive business relationship with existing clientele.
* Doing preferred placements for both W2 consultants and Corp-to-Corp.
* Keeping a track of New Implementations and Up-gradations.
* Tapped accounts like Bearing Point, Capgemini etc.
* Involved in induction of recruiters in providing with matching resumes.
* Preparing consultants for interviews w.r.t client requirement.
* Extensive Knowledge of Consulting Industry with reference to US market.
* Exclusive leadership skills along with establishing rapport with clientele.
* Maintaining active consultant’s database on multiple skills, for pro-actively servicing the clients.

**Clients: Toyota Financial Services (TFS) and Genentech. Dell, HCL and major Tier 1 clients.**

**Malvi Systems, Inc. Hyderabad, INDIA**

**Technical Resource Manager**

**Nov’04 to Dec’06**

**Responsibilities:**

* Getting the requirements from Accounts Manager and acting on the same.
* Currently Working on IT Requirements mostly on W2, 1099 & Corp to Corp.
* Prescreening the profile as per the requirement and pulling the resume from [www.dice.com](http://www.dice.com) or [www.monster.com](http://www.monster.com) or [www.computerjobs.com](http://www.computerjobs.com) etc.
* Finalizing the resume as per the requirement.
* Calling the consultant regarding their availability in terms of location, Pay Scale and Requirement etc.
* Billing rate negotiation as per the requirement.
* Once the deal is finalized we need to get his updated latest resume in SRT by highlighting the required skills with resume we need to take RTR signed by him so that he cannot back out once client has selected him.
* After formatting the resume send the resume to the Accounts Manager and following up with the client regarding the same for Interview and result and if he is through then the requirement is closed.
* Maintaining the Database while talking with the consultants as per the availability period, preferred location, type of employment whether he is available for Corp to Corp or W2 or 1099 with full information about the consultant Name, Number, Email ID & Work Status.
* Have closed mostly senior level developer, Architect level & Asst Manager level position (For all the Position).
* Our most of the most of the CLIENTS belongs to Financial Background apart from this CSC, Intergraph Software’s etc, Verizon, Siemens, CTA, Bellsmith, Autodesk, Kodak, Qwest, COX, Rational, Franklin Templeton, Converges, Oracle and NASDAQ.
* Have worked on all kind of Requirements (Most of the levels), .NET Developer (Senior level Position), Teradata Architect, Business Analyst, Networking Position (Most of the levels), Linux system Administrator, Windows Administrator, SQL Administrator, Oracle Developer, Informatica Architect, Hyperion Esssbase, Manual Tester, QA Tester , QA Analyst, QA Lead, Test Lead, Rational Test Engineer/Lead etc.

**Ganges InternationalePvt Ltd. Hyderabad, INDIA**

Ganges Internationale is a Tower Manufacturing company that deals with all the major Mobile service providers in the country.

**Resident Manager**

**Jan ’03 to Oct ‘04**

**Responsibilities:**

* I was a sole In-charge of my company for the state of Andhra Pradesh
* Handling tower installation form the foundation level to operation and also providing service and maintenance
* Business development by meeting the existing clients and breaking new accounts
* Job allotment to sub-staff depending upon the requirement and priority
* Inspecting the sites on a sequential basis and suggesting further improvements and modifications
* Arranging meetings with the clients for proactive feedback for on schedule delivery
* Managing accounts and billing records for my Target location

**Orbit IT Consultancy Pvt, Ltd. Hyderabad, INDIA**

Orbit IT is a one of the top Software training and development center it also offers placement services for its students upon completion of the course.

**Tele Marketing Executive**

**Jan’02 to Dec ‘02**

**Responsibilities:**

* Making introductory calls to software development companies to gather their requirements
* for trained students of ORBIT as well as other experienced people in the market
* Counseling for new students and also conducting introductory classes for them to understand the importance of the software product in the market
* Calling references of the old students about the new courses offered & the new packages available and inviting them for introduction classes
* Meeting Human resource specialists of software companies for upcoming roles and visiting Engineering colleges to meet respective principals for offering Final year projects for their students and also conduct demonstration classes for students about the courses available.