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## **PROFESSIONAL SUMMARY**

Expertise in supporting and enhancing both HR and administrative procedures with extensive experience in HR operations and administration. Skilled in recruitment procedures, work force development, induction and orientation, training, customer service, client management and business development.

## **CORE SKILLS**

- Recruitment Processes
- Training & Development
- Business Development
- Administrative Operations
- Employee relations
- Customer Service
- HR Operations
- Relationship Management
- Client Management

## **PROFESSIONAL HISTORY**

**Branch Head (Admin) cum HR Assistant** (October 9, 2017- November 29, 2021): **Mathew Muthoottu Group, Kerala**

### **Administration:**

To provide overall leadership for the branch and its team, developing and maintaining a filing system, budget preparation, reconciling expense reports, ensuring effective and timely service to customers, generate profitability by adding more business through marketing strategies and minimizing cost towards branch operations.

### **Recruitment:**

Associating with the HR team for the recruitment process of the region. The responsibilities include sourcing, screening, scheduling interviews, initial face to face interview, negotiation.

### **Training and orientation:**

Provides training for the new joiners of the region.

### **Areas of Responsibility:**

- Directly accountable for planning and organizing branch operations and its team.

- Manage daily operations, especially customer service and finance activities, and make improvements as needed.
- Involved in Recruitment for the region in association with the HR team.
- Providing training for the new joiners of the region.
- Advocating and marketing branch's products according to the needs of customers
- Committed to the expansion and success of the business by implementing strategies that increase productivity and enable target achievement.
- Responsible for all related process checks as custodian of vault and of systems administration and set up within the branch
- Ensure all laid down system and process are followed as stipulated by Audit and Senior Management by carrying out periodic verification of auditable items in the Branch
- Compliance with banking rules regulations
- Customer service management and personal visit to all high net worth customers
- Develop and oversee marketing strategies.

**Senior HR Recruiter (July 2, 2014- September 25, 2017):Attitude Services Consultancy, Chennai**

- Recruit for direct clients in IT and ITES
- Search and place all level candidates for the clients
- Work with the with the recruitment team of the company to discuss requirement scope, understand the client needs and gather feedback on the candidates submitted/presented
- Attend calls with the hiring managers to get updates on the requirements and candidates
- Responsible for tactical and strategic sourcing through a variety of means in order to build strong talent pools.
- Research & implement innovative recruiting techniques and sourcing strategies to maximize our presence in the market and increase our competitiveness with next gen recruiting practices & tools.
- Strong passive sourcing skills and expertise with LinkedIn search
- Maintain and update a large database of resumes used for current and future reference and pipe lining

**HR Executive (September 2012- May 2013) : Rp Telebuy Skyshop Ltd, Chennai**

**Roles& Responsibilities**

- **Recruitment:** Sourcing profiles, initial screening, scheduling interviews, preparation of offer letters and compensation break-ups.(Bulk hiring)
- **On Boarding :**
  - Induction for the new joiners.
  - Taking care of all Joining formalities {Joining forms, P.F, & Bank A/C openings}.
  - Checking the new joiner's educational and past experience certificates.

- Preparing New Joiner data for Employee Code generation and HRMIS
- Issuing Offer & Appointment
- Coordinating with ID & Access cards Vendors for issuing Cards
- **Time Office Management:** Leave and attendance record, Payroll Inputs, Maintenance of Personal Files.
- **HRMIS Reports**
  - Maintaining Personal records of all employees.
  - Maintaining Employees master data base
- **Promotion & Confirmation** of employees.
- **Employee Relation Activities:**
  - Handling Employee grievances
  - Mentoring and counseling employees
  - Involve people for various activities like Birthday bashes, National Festival celebrations
- Medical check -up camps, and other welfare activities.
- **Statutory Compliances :** Supporting the statutory compliances involving EPF and ES
- **Exit & SeparationProcess:** Conducting the Exit interview, completing the exit formalities, issuing relieving letters, Long absentees notices & removal.

## **HR Recruiter (Jan 2012 – Sept 2012): JMA IT Solutions, Chennai**

### **Roles& Responsibilities**

- End to End Recruitment for IT and Non IT
- Handling complete Recruitment - Sourcing (Naukri, Monster, Social Networking Sites - Linked-In, Reference), Screening of the profiles, Scheduling interviews, Candidates Tracking.
- Recruitment experience for in industries like Information technology, BPO, hospitality and health care, educational, manufacturing etc.

Experienced as Counselor with Vasan Eye Care, Kerala (Feb 2010 – April 2010)

### **QUALIFICATION**

- **MSW(HR&IR):**2009:Hindusthan College, Coimbatore
- **PGD in counseling and guidance:** 2009: Bharathiar University
- **BA English :** 2007:Calicut University

### **REFERENCE**

References will be given upon request