

**Sushrita Mukherjee**

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## **SYNOPSIS**

- Multi skilled **HR Professional with over 7+ year** of extensive experience in the field of end to end **Human Resource**.
- **Last was Designated as HR – Talent Acquisition Manager with an IT solution company – Vvolve Management consultant, Dubai.**
- **Prior to current was Designated as Sr. HR Generalist with SPECTRAMI DMCC.**
- **In addition, worked as Asst Manager – Client Engagement / Key Account Manager with Magna Infotech. Last was Deputed in Sapient corporation - GGN in Contractual Engagement team (CET) for project based contractual hiring. Taking care of recruitments through vendor management.**
- Having Good sense and rapidly evolving Experience in implementing HR initiative
- **Proficient in implementing tools for Organization Development which includes Manpower Planning & Recruitment, Induction, Training, Vendor Management & Development Employee Relations, Performance Appraisal, HR Processes.**
- An Effective communicator with exceptional interpersonal skills and able to prioritize

## **PROFESSIONAL SUMMARY**

❖ Vvolve Management Consultant - UAE	March 2017 to Aug 2017
❖ SpectramiDMCC Ltd UAE	Aug 2015 to Till Feb 2017
❖ Sapient corporation through Magna Infotech	Oct 2013 to March 2014
❖ Magna Infotech Ltd (Iky Group)	June 2013 to Oct 2013
❖ Future Focus Infotech Pvt Ltd	Nov 2009 to May 2013
❖ Smart Hunter	Oct 2008 to Oct 2009
❖ Shikska Planet Pvt Ltd	June 2007 to July 2008

## **WORK EXPERIENCE:**

<b>Role</b>	<b>Manager – Talent Acquisition</b>
<b>Duration</b>	<b>Since March 2017 – Aug 2017</b>
<b>Location</b>	<b>UAE, Dubai</b>

### **Vvolve Management Consultants**

#### **Talent Acquisition:**

- Sourcing and screening candidates from various sources and conduct telephonic interviews.
- Work with the Departmental heads in conducting interviews.
- Maintenance of Interview data in the HR Database and generate reports.
- Handling consultants in an effectual manner to get the best out of them.
- Doing vendor management.
- Have recruited candidates for across levels of management.
- Was instrumental in finalizing the agreement with Job Portals to increase the efficiency and effectiveness at a minimal cost.

#### **Employment Engagement Activities:**

- Managing the Staff of 30 - 40 Employees and provides feedback to the management to Enhance a better and cordial working environment
- Grievance handling
- Welfare activities like Birthday Celebration, Day's celebration, festival celebration.
- Reward and recognition activities conducted every month for Best performance.
- Motivation programs specially for Sales Staff.
- Employee Counseling.

#### **Exit formalities:**

- Taking Exit interviews and try to retain them by solving their issues if any.
- Timely process of all F&F (End to End basis) related formalities

#### **Others:**

- Responsible for Overseas Travel of employees.
- Knowledge and experience in handling visa formalities for GCC.
- Preparation of monthly HRMIS.
- Provide payroll inputs to the Accounts Department on a monthly basis.
- Have worked on various Employee Compensation and Benefits schemes including implementation of new schemes.
- Testing and Implementation of new HR Database System.
- Maintenance of the personnel files.

- Regular feedback on performance of recruitment and operations.
- Mapping the market situation in terms of competitor movements accordingly re-orienting strategies.
- **Ensuring projects complaints / escalations are handled effectively and efficiently and maintaining smooth relations.**
- **Facilitate employee retention through conduct of Employee Relations at all levels.**

<b>Role</b>	<b>HR Generalist</b>
<b>Duration</b>	<b>Since September 2015 – Feb 2017</b>
<b>Location</b>	<b>UAE, Dubai</b>

### **SPECTRAMI DMCC**

#### **KRA:**

- Playing a role of a Generalist covering recruitment, training and HR Operations as core areas.

#### **Recruitment:**

- Sourcing and screening candidates from various sources and conduct telephonic interviews.
- Work with the Departmental heads in conducting interviews.
- Maintenance of Interview data in the HR Database and generate reports.
- Organizing recruitment at various locations in India.
- Played an active role in getting new consultants to facilitate effective recruitment.
- Handling consultants in an effectual manner to get the best out of them.
- Doing vendor management.
- Have recruited candidates for across levels of management.
- Was instrumental in finalizing the agreement with Job Portals to increase the efficiency and effectiveness at a minimal cost.

#### **Talent Acquisition**

- **Recruited and hired candidates for contract, contract-to-hire and permanent positions.**
- Sourcing profiles through Job portals i.e. Naukri, Monster, Linked in, Social network and free job sites. Short-listing profiles based on the specifications of the requirement.
  - Actively involved in full cycle recruitment: Sourcing relevant profiles, Screening, Scheduling and Interviewing from HR perspective, Compensation, negotiations including Conditional closures, Releasing offers. Providing manpower solutions within Time Limits.

**Training & Induction:**

- Co-ordination for new joiner's induction program and communicate the HR policies and employee benefits.
- Work with the internal/ external customers in making the necessary arrangements for the training program.
- Logistic Arrangement
- Identify external trainers for organising training program on domain specific and soft skills.
- Follow up with internal and external customers in receiving the Training feedback and incorporate the same in the HR Database system.
- Preparation of training report at the end of each training program and submit the same to the Top Management.
- Co – ordinate for Graduate Training Program (GTP).

**Performance Appraisal:**

- Co-ordinate with the appraisers and appraisees in timely completion of the performance appraisal process.
- Documentation of the appraisal inputs given by the Appraisers and communicate the same to the MD
- Incorporation of Appraisal data in HR Database system.

**Employment Engagement Activities:**

- Managing the Staff of 30 - 40 Employees and provides feedback to the management to Enhance a better and cordial working environment
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- Reward and recognition activities conducted every month for Best performance.
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**Exit formalities:**

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**Others:**

- Responsible for Overseas Travel of employees.
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- Have worked on various Employee Compensation and Benefits schemes including implementation of new schemes.
- Testing and Implementation of new HR Database System.
- Maintenance of the personnel files.
- Regular feedback on performance of recruitment and operations.
- Mapping the market situation in terms of competitor movements accordingly re-orienting strategies.
- **Ensuring projects complaints / escalations are handled effectively and efficiently and maintaining smooth relations.**
- **Facilitate employee retention through conduct of Employee Relations at all levels.**

<b>Role</b>	<b>CET (Contractual Engagement Team Member) for Sapient  &amp; Key Account Manager for Magna Infotech</b>
<b>Duration</b>	<b>Since June 2013 – April 2014</b>
<b>Projects</b>	<b>Internal hiring &amp; Domain based projects.</b>

#### **Sapient Corporation through Magna Infotech.**

**Sapient** is a marketing and consulting company that provides business, marketing, and technology services to clients. The company operates three divisions, Sapient Nitro, Sapient Global Markets and Sapient Government Services

#### **KRA:**

- Ensuring strategic relationship management with project stake holders with an eye of enhancing their share with lavoro.
- Broadcasting the requirement to all the vendors and providing all information required to clarify their queries.
- Increase quality, speed and delivery for each requirement, analyzing gap & make gap report.
- Addressing recruitment related queries.
- Getting feedback for all resumes sent to assorted project teams.
- Cost negotiation & closure.
- Maintain weekly reports on meetings, delivery.
- Strong stakeholder handling & relationship building skills.
- Ability to assign bench resources internally and manage end to end transactions and discussions.
- Providing sales projections along with the implementation strategies.
- Managing activities pertaining to negotiations and finalization of projects.
- Meeting leadership team / concerned project POC to understand their Production level recruitment needs & processes the recruitment with the team driven through results.
- 1<sup>st</sup> level Telephonic / F2F screening of candidates, Online & Written I/v's.

- Regular feedback on performance of recruitment and operations.
- Mapping the market situation in terms of competitor movements accordingly re-orienting strategies.
- **Ensuring projects complaints / escalations are handled effectively and efficiently and maintaining smooth relations. Facilitate employee retention through conduct of Employee Relations at all levels.** Communicating regarding the offer release to the DEs, in case of Tec Search and to the DEs, BCS in case of TechSource. Responsible for the collection of the ARs, within the credit period, as specified in the SLA with the Client

**Magna Infotech Ltd** is one of India's leading IT staffing solutions companies offering technology expertise to our customers across industry. Established in the year 1997, we have geographical presence in Hyderabad, Bangalore, Chennai, Delhi, Kolkata, Mumbai and Pune. **Part of IKYA group.**

#### **KRA:**

- Identifying & firming up new business opportunities with high net worth corporate. Ensuring strategic relationship management with key clients with an eye of enhancing their share with lavoro.
- Broadcasting the requirement to the DMs and providing all information required to clarify their queries
- Increase quality, speed and delivery for each requirement and analysis gaps, make gap report and give to L5 (SLA + Hit rate).
- Addressing recruitment related queries.
- Get feedback for all resumes sent to the client
- Maintain weekly reports on meetings, delivery and send to clients & L5
- Strong relationship building skills.
- Ability to sell internally and manage end to end transactions and discussions for all req.
- Give / Get competition details and make strategies with L5.
- Strong focus on nos. process and ownership of delivery.
- Providing sales projections along with the implementation strategies.
- Managing activities pertaining to negotiations and finalization of contracts.
- Meeting HR heads to understand their corporate level/Production level recruitment needs & processes the recruitment with the team driven through results.
- Giving presentations, demonstrations for key clients.
- Regular feedback on performance of recruitment and operations.
- Mapping the market situation in terms of competitor movements, client preferences & accordingly re-orienting strategies.
- **Ensuring client complaints / escalations are handled effectively and efficiently and maintaining smooth relations with all clients.**
- **Facilitate employee retention through conduct of Employee Relations at all levels.**

<b>Role</b>	<b>Business Relationship / Key Account Manager</b>
<b>Duration</b>	<b>Since April 2012 to May2013</b>
<b>Handling Clients</b>	<b>Majorly TCS, Snap On and some part of IBM.</b>

**Future Focus Infotech Pvt Ltd.**, headquartered in Chennai is an ISO certifies & Nasscom registered organization with offices and subsidiaries in USA & Pan India. It commenced his operations in 1991, has helped scores of clients maximize the performance of its their organizations with a powerful suite of services driven by a seamless global delivery model.

#### **KRA:**

- **Client Servicing**
- **Key Account Management:** Identifying & firming up new business opportunities with high net worth corporate. Ensuring strategic relationship management with key clients with an eye of enhancing their share with lavoro
- Managed and serviced Key Accounts by Understanding their recruitment needs, challenges and help them devise an Optimal Recruitment Strategy to meet their goals.
- Interfaced with clients to understand needs and provide cost-effective solutions to achieve hiring targets.
- Addressing recruitment related queries.
- Providing sales projections along with the implementation strategies.  
Ability to build relationships for high value recruiting.
- Mentored/Trained new team members about the Client's Process.
- Managed and serviced Key Accounts by Understanding their recruitment needs, challenges and help them devise an Optimal Recruitment Strategy to meet their goals.
- Map the business potential, processes, competition and build account strategy around large scale.
- Developing relationships with key decision-makers in target organizations for business development.
- Meeting HR heads to understand their corporate level/Production level recruitment needs & processes the recruitment with the team driven through results.
- Giving presentations, demonstrations for key clients.
- Regular feedback on performance of recruitment and operations.
- Managing activities pertaining to negotiations and finalization of contracts.
- Implementation attractive structure of services in terms of staffing and recruitment for the penetration of strategies to achieve business goals.
- Responsible for nurturing relationship with clients to achieve quality product and service norms by resolving their service-related critical issues.

Future Focus Infotech Pvt Ltd	
Role	HR Executive – Recruitment / Sr. IT Recruiter – Permanent & Contractual position
Duration	June 2007 to March 2012
Clients	TCS, Wipro, Infosys, IBM, Tech Mahindra, Maersk, Dupont, IL&FS, Make my Trip, MIH, Fidelity etc.

**Future Focus Infotech Pvt Ltd / Shiksha Planet / Smart Hunter**

**KRA:**

- **Recruited and hired candidates in contract, contract-to-hire and permanent placements for all IT positions for multiple client companies.**
- Sourcing profiles in Job portals (Naukri, Monster and other Social network) and Short-listing profiles based on the specifications of the requirement.
  - Actively involved in full cycle recruitment: Sourcing relevant profiles, Screening, Scheduling and Interviewing from HR perspective, Compensation, negotiations including Conditional closures, Releasing offers. Providing manpower solutions within Time Limits.
  - Initial phone screening of candidates to judge communications and background.
- **Understanding thoroughly the Technical & Non-Technical Manpower Requirements of the Clients.**
- **Worked as SPOC (single point of contact) for clients.**
- **Posting, Bulk mailing, Advertisement on job portals & using its search machine like Naukri.com, Monster.com, and Times.com, Jobs ahead.**
- **Ensuring client complaints / escalations are handled effectively and efficiently and maintaining smooth relations with all clients.**

Qualification	Subject
MBA from Sikkim Manipal University	HR
BA from MDU	English Honors

PERSONAL PROFILE	
Date of Birth	20 <sup>th</sup> Nov 1986
Marital Status	Married
Address	Barsha Heights (Tecom) Dubai
Visa Status	Husband's sponsorship visa