

NANCINI.A

SENIOR SPS ASSOCIATE

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ABOUT ME

Senior professional with 5+ years of experience in HR, Seller Support, proficient in Recruitment Techniques. An effective communicator with excellent relationship, management skills and strong analytical, problem solving and organisational abilities. Passion to work and believe in team work.

SPECIALTIES/SKILLS

- Written Communication
- Teamwork and Collaboration
- Planning and Coordination
- Attention to Detail
- Self-Motivated
- Excellent Communication
- MS Office
- Decision Making
- Dependable and Responsible

SOFTWARE

- Photoshop
- Maya
- Illustrator
- MS Office

TRAINING AND CERTIFICATIONS

- Diploma in Animation March 2010

WORK EXPERIENCES

Senior SPS Associate

Amazon | February 2019- March 2020

- Provides prompt and efficient service to Amazon Sellers through phone, email and chat.
- Works with multiple technology applications and features to resolve Seller contacts.
- Demonstrates ownership of every Seller interaction to achieve successful first time resolution on all contacts.
- Demonstrates effective, clear and professional written and oral communication and attention to detail.
- Seller service oriented.
- Maintains a positive and professional demeanor always portraying the company in a positive light and effectively managing sensitive issues.
- Liaise with other departments such as Customer Service, Merchant Investigations, or Payments teams as required to resolve Seller's issues and questions.

Senior HR Associate

State Street Global Advisors | June 2015 - September 2017

- Job Postings for EMEA (Europe, Middle East, Africa)
- Interviews scheduling for EMEA (Europe, Middle East, Africa)
- Background check and contracts initiating for candidates in EMEA region
- Updating trackers on daily basis
- Coordinating with the In-country team on the daily tasks performed
- Monthly dashboard is created to track the rise or fall in the activities performed and updating the business on the same
- Creating process documents and uploading the same for the whole team to access if needed.
- Sourcing and screening candidates for internship in EMEA region based on the criteria
- Updating Job street (internal software to track updates) on the changes/updates when needed
- Immediately responding to stakeholders/candidates on queries if any.
- Training new joiners on the process.

LANGUAGES

English, Hindi, Tamil, Telugu,
Kannada, Malayalam

HOBBIES AND INTERESTS

Sketching, Painting, Home Craft, Reading
novels, Gardening, Listening to
music, Dance, Photography

PERSONAL INFORMATION

Birth Date : 10 September 1988
Gender : Female
Nationality : India
Residence Country : Bengaluru, India
Marital Status : Married
Driving License : Issued From India

Senior HR Associate

Amazon | January 2014 - February 2015

- Industry: Internet/E-Commerce
- Scheduling interviews(Phone Screens and Onsite)
- Documents filing for the offered candidates
- Travel arrangements for the candidates coming down for the interviews
- Follow up on the interviewers for the feedbacks (PS+ Onsite)
- Follow up on the candidates for the revert on the writing samples / case studies at the time allotted for revert
- Initiating the relocation for the candidates
- Initiate the Background verification for the candidates
- Follow up's on the joiners in case of any discrepancies in the BGV documents post joining
- Extracting the writing scores for the candidates on daily basis
- Initiating the processing of invoices
- Preparing/updating the trackers for the current requirements/ requisitions, ensuring the process status of the candidates
- Uploading Resume's into iCIMS (internal software) and moving to MRT (internal recruitment software) to initiate the interview process.

HR Executive

Wipro_infotech | March 2013 - January 2014

- Information Technology
- Hands on Experience in End to End recruitment process
- Responsible in handling all level of requirements and roles like Analyst, Software Engineer, Senior

EDUCATION

- *Masters of Business Administration* with 65 % from Cambridge Institute of Technology, Bangalore .
- *Bachelor of Science*, 2009 from Mount Carmel College, Bangalore.
- Completed *10+2 Science* (Bangalore University -2006) with 59 % from Mount Carmel College, Bangalore.
- Completed *10th* (Karnataka Secondary Education Examination Board -2004) with 68.64% from Goodwill Girls High School, Bangalore