

Hemangi Godghate

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SUMMARY

To obtain a challenging position that utilizes my skills, creativity, and passion for problem-solving. With B.E in Information Technology and experience in content moderation and Recruitment coordination, I am equipped to work in critical situations with best output. My goal is to work in a collaborative environment where I can learn and grow as a person, while contributing to the success of the organization. Trustworthy specialist capable of juggling various tasks with cheer.

EXPERIENCE

Randstad sourceright - Recruitment coordinator - Client : Google
08/2021 - 07/2024

- Coordinate with cross functional teams and schedule interviews between candidates and hiring managers.
- Arrange logistics for interviews, such as room bookings, video conferencing, and travel arrangements if necessary.
- Educate candidates about process through detailed email and phone support, ensuring they understood both basic functionalities and features.
- Ensure a positive candidate experience by providing timely and relevant information.
- promote open communication, trust, and inclusivity to ensure every Candidate feels valued, respected, and connected.
- Collaborate with senior leaders, and stakeholders to develop a comprehensive wellness strategy.
- Research and identify learning opportunities that address development goals by shadowing , mentoring and coaching to the new joinee.

Genpact - Process Associate
12/2017 - 07/2021

- Actively contributed to product improvement by analyzing user feedback and market trends, proposing actionable suggestions that enhanced product features and user experience.
- Designed and delivered comprehensive training programs for new hires, focusing on product knowledge, troubleshooting techniques and workflow processes to ensure a smooth transition into the support team.
- Collaborate with cross-functional teams including product development to relay customer feedback and suggest improvements resulting in product enhancements and increased user-satisfaction.
- Analyze content moderation data and generate reports to identify trends and insights to improve moderation processes.

SKILLS

- Communication: Confidently presenting to large audiences, effectively negotiating with clients, and creating clear and concise written reports.
- Teamwork: Collaborating with cross-functional teams, effectively resolving conflicts and contributing to a positive team environment.
- Time management: Demonstrating a track record of meeting deadlines, managing multiple projects simultaneously, and prioritizing tasks to ensure timely completion.
- Problem-solving: Quickly analyzing complex problems, identifying solutions, and implementing strategies to resolve issues.
- Adaptability: Easily adapting to changes in the work environment and embracing new challenges.
- Customer service: Providing excellent customer service by actively listening to customer needs, resolving issues in a timely manner, and consistently exceeding customer expectations
- Candidate interviewing
- Recruiting processes
- Translations
- Active listening
- User safety advocacy

EDUCATION

Maharashtra State Board

HSC

Aggregate: 68%

Maharashtra State Board

SSC

Aggregate : 82%

- Maintained strong relationship with clients, understanding their requirements and translating them into effective product strategies and enhancements.
 - Achieved targets by handling queries promptly and sharing comprehensive product knowledge.
 - Served as the primary point of contact for projects aimed at improving customer experience.
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KDK College of Engineering

B.E in Information Technology

Aggregate: 61.04%

LANGUAGES

English, Hindi, Marathi: