

Personal information

- Nationality: Indian
- Date of birth: May 31 1994
- Marital status: Married

Education

HOLY MARY INSTITUTE OF TECHNOLOGY AND MANAGEMENT 2016

MBA

Government Degree College for Woman 2014

B Com

Gauthami Junior College 2011

Intermediate

Tagores's High School 2009

SSC

Skills

Communication skills

Excel and ppwer point

Team management

Self declaration

"I hereby declare that the information provided in this resume is true and accurate to the best of my knowledge.

Date

Place : Hyderabad

S Deborah

 Gajula ramaram Hyderabad

 8143882107  mona8143@yahoo.com

Objective

Results-driven HR professional with 2 years of experience seeking a challenging role that leverages my expertise in talent management, employee engagement, and organizational development."

Experience

USM infrastructure pvt ltd

HR recruiter

August 2022 - March 2024

Key Responsibilities

- 1 ***Talent Acquisition***: Identify, attract, and recruit top talent to meet organizational needs.
2. ***Job Posting***: Create and post job advertisements on various platforms, including social media, job boards, and company websites.
3. ***Candidate Sourcing***: Utilize various sourcing strategies, such as employee referrals, networking, and databases, to find potential candidates.
4. ***Resume Screening***: Review and screen resumes to identify qualified candidates and shortlist them for further evaluation.
5. ***Interviews***: Conduct interviews, either in-person or virtually, to assess candidate skills, experience, and fit.
6. ***Candidate Evaluation***: Evaluate candidate performance, skills, and fit, and make recommendations to hiring managers.
7. ***Job Offers***: Extend job offers to selected candidates and negotiate salary and benefits as needed.
8. ***Onboarding***: Coordinate the onboarding process for new hires, ensuring a smooth transition.

Hucon Soluutions pvt ltd

HR Recruiter

Narch 2022 - July 2022

Key Responsibilities:

- 1 ***Sourcing Candidates***: Utilize job boards, social media, and professional networks to find potential candidates
- 2***Screening Resumes***: Review resumes to filter out unqualified applicants and shortlist candidates who meet job criteria
- 3 ***Conducting Interviews***: Assess candidate skills, experience, and cultural fit through phone, video, or in-person interviews
- 4***Collaboration with Hiring Managers***: Work closely with hiring managers to understand staffing needs and develop effective hiring strategies
- 5 ***Job Description Creation***: Create and update job descriptions that attract suitable candidates and align accordingly

Sykes business services of India Pvt Ltd

Senior Customer Service Representative

*March 2020 - March 2022****Key Responsibilities:***

- 1- ***Customer Interaction***: Handle customer inquiries, concerns, and feedback via phone, email, or chat.
- 2- ***Issue Resolution***: Resolve complex customer issues in a timely and professional manner.
- 3- ***Process Improvement***: Identify areas for improvement and suggest process enhancements.
- 4 ***Team Collaboration***: Work with internal teams to ensure seamless customer experience.
- 5***Performance Metrics***: Track and analyze customer satisfaction metrics.

GENPACT

Procsss Associate

*August 2016 - May 2018***Key Responsibilities**

1. ***Process Execution***: Execute business processes, ensuring accuracy, efficiency, and quality.
2. ***Data Management***: Manage and maintain data integrity, accuracy, and confidentiality.
3. ***Task Management***: Prioritize and manage tasks, meeting productivity and quality standards.
4. ***Quality Control***: Identify and report process exceptions, errors, or discrepancies

Pragati green meadows and resorts Ltd

AMC Cordinator

*August 2014 - April 2016****Key Responsibilities:***

- 1- ***Maintenance Oversight***: Coordinate and perform routine maintenance tasks, repairs, and inspections to ensure facilities are in good condition.
- 2 - ***Staff Supervision***: Supervise maintenance staff, provide guidance, and ensure tasks are completed efficiently.
- 3 - ***Guest Satisfaction***: Respond to guest complaints and concerns regarding maintenance issues, resolving them promptly and effectively.
- 4 - ***Inventory Management***: Manage inventory of maintenance supplies, tools, and equipment.

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