**CURRICULUM VITAE**

**SNEHA BADE**

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# EXPERIENCE SUMMURY

* A result oriented professional with around 1 years of experience in Human Resource Executive Recruitment, Handling Joining Formalities.
* To build my career as a Human Resource Professional with a company where I get the opportunity to partner with the business to enable performance and help the organization become an employer of choice.

# WORK EXPERIENCE

**Organization: THIS IS! Digital Media Group**

**Designation: Executive- Talent Acquisition**

**Duration: March 2021-Present**

* **Responsibilities and Learnings:**
* Involved in Full Cycle Technical Recruitment involving sourcing, identifying, interviewing, screening, and placing personnel in quick turnaround time
* Sourcing the profiles through Internal Data Base, Referrals, various job portals like Naukri, Monster other social networking sites.
* Develop recruiting strategies designed to identify qualified candidates through various recruiting tools
* Match candidates’ strengths with client’s requirements by evaluating, screening and interviewing candidates.
* Complete necessary pre-employment processes.
* Coordinating to schedule discussion with shortlisted candidates according to slots given by panel
* Effectively handhold the candidates till the day they join, as a result there no last minute surprises.
* Follow up candidates till interview process ends.
* Having Salary Discussion with selected candidates according to fitment on project. And releasing provisional offer.
* Raising Request for offer approvals to hierarchy according to fitment and on candidate flexibility.
* Maintaining track record for the submissions, Selections & Joinee’ s

# AREA’S IN RECRUITMENT

* **Technical Skill:** ASP.Net, .NET Core, API, DevOps, Drupal, R&D – Software for Arduino/Raspberry, Unity & Unreal, CMS Engineer, Frontend, PHP Backend.
* **Testing:** Manual Testing, Automation Testing, Performance Testing, Quality Assurance Lead etc.
* Scripting Language: JavaScript.
* **Database:** SQL Server.

 **Organization : Hexaware Technologies**

 **Designation : Senior Executive**

 **Duration : September 2020 to March 2021**

* **Responsibilities and Learnings:**
* Handle customer inquiries, complaints, billing questions and payment extension/service requests.
* Design best-option solutions. Interface daily with internal partners in accounting, field services, new business,
* operations and consumer affairs.
* Managed a high-volume workload within a deadline-driven environment. Resolved an average of 350
* inquiries in any given week and consistently met performance benchmarks in all areas (speed, accuracy, volume).
* Became the lead “go-to” person in team. Led weekly performance review meeting with team.
* Worked closely with development team to launch both user authentication and payment gateway Integration
* Recognized as “#1 Star Performer” (out of 200 reps in division) in Fall 2018. Ranking was based on accuracy and resolution.
* SME for a team based on the performance for business requirements.
* Worked on multiple skills with multiple work mediums.
* Cutting a trouble ticket if there is any technical glitch on the promotions or in the internal tool.
* Increased user satisfaction rate and successfully launched the product.

**Organization : NGRT SYSTEMS Pvt Ltd. ( APPLE AUTHORISED SERVICE CENTRE )**

**Designation : SERVICE ENGINEER ( Front Desk Executive)**

 **Duration :** July 2017 to May 2020

* **Responsibilities and Learnings:**

* Maintenance, Repairs and troubleshooting of all Apple products while providing excellent customer satisfaction and experience.
* Attend customers facing problems related to Apple products.
* Attend customers for In-warranty and Out of warranty repairs.
* Solve queries of the customer related to Software, Hardware, and Repairs.
* Happy Calling customers for feedback and further improvement in customer experience.
* Guide the customers to utilize the help desk services.
* Educate customers correct and accurate method for updating software in Apple devices.
* Respond to technical queries allocated at service desk.
* Customer trainings of Apple products on request.

 **Organization : MI SERVICE CENTRE.**

**Designation : Front Desk Executive**

**Duration :** February 2017 to August 2017

* **Responsibilities and Learnings:**

* Handling customer enquiries through Emails and calls.
* Co-ordinating with Technical Team.
* Handle customer queries in relation to Mobile services.
* Preparing daily customer report.
* Handling inventory and store related activity.
* Guide the customers to utilize the help desk services.

**Organization : SAMSUNG SERVICE CENTRE.**

**Designation : Customer Care Executive**

 **Duration :** April 2013 to October 2016

* **Responsibilities and Learnings:**

* Handling customer enquiries through Emails and Calls.
* Maintain all part related issues, RMA claims, KPI chart updation, mail communications and make DOA.
* Handle customer queries in relation to Mobile services.
* Handling multiple customers at a time.
* Co-ordinating with Technical Team.
* Preparing daily customer reports.
* Handling inventory and store related activity.
* Handling and closing customer escalations.
* Co-ordinating with call center and head office.
* All calls monitoring and closing the calls.
* Worked with Job Portals like Monster, Naukri, Professional /Social Network Sites for sourcing candidates on Niche requirements.

**Additional Details:**

MS-Word, MS-Excel, MS-PowerPoint, Internet, Basics of Computer.

 **Skills-**

* Recruitment & Selection
* MS excel,
* Office administration,
* Employee relations,
* salary negotiation,
* Business communication
* ATS,
* Networking,
* Behavioral & Structured Interview

# SCHOLASTIC

* MBA in HR Pursuing
* B.com Computer Application-(2017-2018) From YCMOU Nagpur.
* H.S.C-Commerce -(2010) From Pune Board
* S.S.C-(2008) From Pune Board.

# COMPUTER SKILLS

* [Microsoft] Word, Excel, PowerPoint, Access, Outlook Express etc.
* Well conversant to Multimedia, Internet etc.
* Complete knowledge of working with emails and other Medias of conversation on internet.

# Hobbies & Interest:

* Building Network with People
* Watching Movie.
* Cooking, Playing volleyball

# PERSONAL VITAE

Date of Birth : 04 February 1993

Nationality : Indian

Marital status : Single

Permanent address: 1106, Pioneer Tulip Society, Jaitala, Nagpur 440036

Declaration:

I hereby declare that the information furnished above is true to the best of my Knowledge

Sneha P. Bade