

Neha pandya

Rajkot

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Objective

To join an organization which will give me an opportunity for personal and professional growth and refine my organization skill and also provides challenging job & excellent career opportunity where I can contribute my skills to achieve the organizational objectives & enhancement of my growth with the attribute to time, quality & discipline.

Academic Details

Geetanjali college of commerce

T.Y.-B.C.A, 66%, 2004

Geetanjali college of commerce

S.Y.-B.C.A, 66%, 2003

Geetanjali college of commerce

F.Y.-B.C.A, 58%, 2002

Gujarat secondary & High secondary education boards

HSC, 76%, 2001

Gujarat secondary & High secondary education boards

SSC, 69%, 1999

Work Experience

Project Life & Life blood centre

HR Executive , Oct 2020 - till date

Role : Recruitment:

- 1.Understanding manpower requirement from the concerned department.
- 2.Sourcing candidates that match the desired skills.
- 3.Screening the candidates by telephonic or personal interview as case may be.
- 4.Arranging for technical interview and coordinating with the concerned person.
- 5.Maintaining and updating the database of the candidates.

Induction and Onboarding:

- 1.Issuing offer letter to the selected candidates, issuing appointment letter with job description.
- 2.Properly filing documents of the new joined as per ISO 9001:2000.
- 3.Introducing new joined with the staff and other team members.
- 4.Explaining the mode of communication (E-mail & Telephone).
- 5.Coordinating with the IT department to get e-mail ID.

Workforce Management:

- 1To handle grievances of employees smoothly.
- 2.Prepare bonus sheet as per Bonus Act.
- 3.Carry out performance appraisal and Increment timely.
- 4.Prepare HR MIS, Manpower requirement, Budget, Skills Matrix, Monthly Review Meeting, etc.

HMPL OPPO

CUSTOMER SERVICE OFFICER , May 2018 - Sep 2020

Role : My basic responsibilities as a Customer Service Officer cum Team Leader, apart from management with respective team is given below:

- Answer customer inquiries via phone, email, and in-person
- Direct customers to online resources
- Update customer records in the system, including notes about interactions
- Pitch ideas for improving customer care
- Create and maintain reports about customer interactions
- Attend weekly staff meetings
- Participate in team-building activities
- Develop a rapport with customers
- Encourage customers to complete surveys
- Make recommendations to management to improve customer experience

Tirupati Brokers

Operation manager(export)/H.R.Manager, Jul 2015 - Apr 2018

Role : My basic responsibilities as Operation Manager (Export) /H.R Manager, apart from management with respective team is given below:

- Prepare, review, and analyze daily, monthly and quarterly Export reports and MIS.
- Performed monthly Report, accounting and reconciliation activities,
- Performed the basic functions of H.R.Dept.
- To Co-Operate with all Staff member to work in a team to achieved highest exporting

Bajaj Allianz General Insurance

Operation/HR Head, Mar 2008 - Sep 2012

Role : My basic responsibilities as Operation Head/H.R, apart from management with respective team is given below:

- Daily MIS for out location Team Direct Reporting to Branch Manager.
- Performed the basic functions of H.R.Dept.
- Maintain Sales Login& Issuance Ration for every month.
- Underwriting the proposals.
- Co-ordinate with my entire colleague& DSA (Direct Sales Agent).
- To Co-Operate with all Staff member to work in a team to achieved my Sales Target.

Centurion Bank Of Punjab

Operation/Admin/HR in wealth Department , May 2004 - Feb 2008

Role : My basic responsibilities as Operation Admin/H.R, apart from management with respective team is given below:

- Maintaining MIS Regarding Person Loan, CASA,CreditCard,Mutual Fund ETC.
- MIS for each & every location of Saurashtra.
- Performed the basic functions of H.R.Dept.
- Prepare Credit Pitch with income proof.
- To check Document with Credit Policy & Also Completing all operational process.

Field of Interest

- Internet, MS-Office and all Microsoft Software.

Skills

- Gujarati, Hindi, & English can Read, Write & Speak. & also can understand Marathi.

Strength

- I have Positive Attitude to managing stress along with dedicative for hard work & accuracy to adopt innovation and flexiblity in nature
- Perfect Planning & Good Maintained time management as per Work & its Criteria

Hobbies

- Reading good novels, Listening Music, Watching Movies, etc...

Date : 27/08/2022

Place : Rajkot

(Neha pandya)