

Amir Khan

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To secure a position that leverages my ability to quickly learn and adapt, enabling me to tackle new challenges effectively. I aim to utilize and enhance my skills, drawing from over a decade of experience in HR operations, staffing, and recruiting, to contribute to the success of the organization.

With over 10 years of experience in the HR Operation, staffing and recruiting industry, I have a strong track record in HR operations management. My expertise includes HR policy development, compliance with employment laws, employee onboarding, HR relations, and system management. I excel in talent acquisition, sourcing, screening, interview scheduling, tracking, background verification, job posting, conducting interviews, KRA management, team handling, process delivery, and project management. Additionally, I have significant experience in customer service onshore, project implementation, managing the employee life cycle, record-keeping, data management, business operations, and deal/model contract reviewing.

Willing to relocate: Anywhere

Work Experience

HR Program Specialist

TrueBlue India-Delhi, Delhi

Full-time

2 months notice period

November 2022 to Present

Promoted as HR Program Specialist

As an HR Program Specialist, I oversee comprehensive HR business operations and administrative management. My responsibilities include:

- Reviewing contracts
- Managing media licenses and media spend
- Initiating Oracle client setups and handling billing processes
- Implementing various projects and managing licenses
- Vendor management and sourcing strategy
- Overseeing exit formalities, background verifications, and drug screening tests

- Managing onboarding, HR relations, and system management
- Developing HR policies and ensuring compliance with employment laws
- Handling the entire employee life cycle
- Excelling in project management, team handling, and team management

Recruiter - (Operation)

TrueBlue India

May 2017 to November 2022

Talent Acquisition, Staffing, and Recruitment

- Creating and managing requisitions
- Planning and strategy development for hiring
- Job posting, sourcing, and screening candidates.
- Scheduling and conducting interviews.
- Performing background checks and onboarding new employees

Additional Responsibilities

- Assisting the team with SLA (Service Level Agreement) meetings
- Managing shift adherence and absenteeism

Recongnisation and awards.

Best performer for the 4th quarter in 2017 and 2018.

Team Coach (Productions)

December 2013 to December 2014

- Conducted product training, refreshers, and coaching sessions to achieve excellent team performance and provided process updates to team members.
- Monitored chats for quality efficiency and sales improvement.
- Organized contests within the team and process to create a competitive environment and sustain team performance.
- Provided floor support to live chat advisors.

Team Coach (Operations - Assistant Team Leader)

(Jan 2015 - May 2017)

- Managed a team of 12-15 members.
- Assisted the team in meeting process KPIs (C-SAT, ACL, ART, labor hours, etc.) and managed shift adherence and absenteeism.
- Monitored chats for quality and enhanced customer experience.
- Developed coaching plans and provided real-time feedback to team members.
- Reviewed performance, drove improvements, and focused on people development.
- Conducted regular briefing sessions, including process updates, floor updates, and discussions on challenges faced by team members.

Customer Service Advisor

IS Global Business Solutions India Pvt. Ltd.-Gurugram, Haryana

September 2012 to November 2013

- Resolved technical problems related to smartphones, network issues, and other account-related queries for a leading telecom service provider's UK customer's via live chat.

Education

B. A. (Hons)

Delhi University

January 2008 to December 2008