

Swati Chauhan

Curriculum Vitae

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CAREER OBJECTIVE:

I am an enthusiastic and motivated professional seeking a leadership role in Healthcare recruitment or operations, driven by a dynamic and challenging work environment. Eager to take on responsibilities, driving the vision and mission of the organization, and leading teams toward success.

EDUCATION:

- **Bachelor of Arts (2014- 2017) (Graduation)**
Deemed University, Allahabad, Uttar Pradesh
Sam Higginbottom university of agriculture and sciences.
- **Senior Secondary School (2012-2014)**
Government Girls Inter College, Bilsanda, Utter Pradesh
- **Secondary School (2012)**
Government Girls Inter College, Bilsanda, Utter Pradesh

SKILLS:

- Proficiently Skilled in Microsoft Office, Excel, PPT, MS SharePoint for business, and data management on cloud-based storage.
- Proficiently Skilled in the Internet and its applications.
- Team handling and multitasking
- Training and development
- Effective communication
- Emotional intelligence
- Adaptability
- Coaching and mentoring

INTEREST AND HOBBIES

- Reading Quora and blogs.

EXPERIENCES:

Associate Team Lead- Healthcare Recruitment | Cynet Health | Jan 2024 – Present

Responsibilities: Recruitment Life Cycle Management and leading recruitment team.

- Joined Cynet Health for their startup project – Per Diem staffing in US. Setting up the process, policies, guidelines, and workflow from scratch.
- Supervising and managing the recruitment team, providing guidance, support, and mentorship to ensure individual and team success.
- Setting goals and targets. Monitoring progress regularly and providing feedback to team members to ensure goals are met.
- Working with senior management to develop effective recruitment strategies and ensuring the team has all the support and resources required to achieve the targets.
- Overseeing the sourcing and screening of candidates, ensuring that recruitment processes is efficient and the team delivers quality staff to the client.
- Conduct regular performance evaluations for team members, providing constructive feedback and identifying opportunities for growth and development.
- Identify training needs within the team and provide or facilitate training programs to enhance skills and capabilities.
- Managing and leading a team of 6 recruiters and reporting to the Recruitment manager.
- Hiring a diverse range of nursing professionals including – CNAs, LPNs, RNs and specialized roles MS, critical care, ER, OR, Psych Nurses, labour & delivery and other roles.

Note: Because I had no prior exposure of working in the US market hence they hired me as ATL.

EXPERIENCES:

Team Leader - Healthcare Recruitment | ICG Medical Pvt. Ltd. | June 2021 – Dec 2023 Key

Responsibilities: Recruitment Life Cycle Management and leadership (360-degree Recruitment)

- Leading end-to-end recruitment for per diem nursing roles, managing the entire process from posting openings on platforms like Indeed, LinkedIn, and Facebook, to conducting candidate screenings, reference checks, and getting the candidate onboard
- Worked on contract/casual and permanent hiring.
- Hiring a diverse range of nursing professionals, including RNs, EENs, AINs, and specialized roles such as Critical Care, Emergency Department, Theatre, Oncology, Mental Health, and Midwifery.
- Actively promoting the company's positive image by seeking referrals and reviews from nurses, and collaborating with the marketing team to enhance brand value.
- Pioneering and managing strategic projects, resulting in substantial revenue growth. Projects included placing psychiatric nursing staff in correctional facilities and securing premium clients for permanent placements.

- Worked on multiple projects at one time. Working on casual nursing staff hiring for agency and working at the same time on new significant projects of correctional facilities and ADF.
- Leading a team of 6 recruiters, setting daily goals, providing mentorship, and ensuring compliance and performance targets are met.
- Collaborating with various departments, including Marketing, Business Development, and Compliance, to align recruitment efforts with business needs. It has been a versatile role.
- Developing and measuring KPIs for the team, driving continuous improvement.
- Guiding team members through Performance Improvement Plans and offering conflict resolution support.
- Contributing to company-wide initiatives such as department setup, web design, and digital marketing, due to the startup nature of Greenstaff Australia.

Achievements:

- Promoted to Team Leader within a year based on performance and successfully managing critical projects.
- Managed and developed a team of 14 recruiters, contributing to their growth and performance. Trained and mentored another TL as well under me and she got promoted as a Team Leader.
- Got exposure to the Australian healthcare market and countrywide hiring.

Senior Technical Support Advisor - Process- Apple | Concentrix India Pvt. Ltd | July 2019 till June 2021

Key Responsibilities: Providing exceptional technical support and customer service to Apple customers.

- Providing exceptional customer service experience over the phone and meeting with monthly metric requirements, including AHT, ACW, product knowledge and 95% plus satisfaction rating.
- Multitasking across systems and applications to analyze and resolve a variety of complex technical issues by taking screen sharing.
- Assisting customers while being compliant with process policies and business integrity.
- Promoted from Tier I to Tier II in a year due to exceeding company expectations.
- Handling escalated calls about various product technical issues and resolving them by working closely with various departments.
- Providing flexible customer service by identifying the communication style of individual customers.
- Mentored new hires.
- Worked in different LOBs in the same process.
- Logging customer's details carefully in tools keeping customer's PII information secured.

Achievements:

- Always scored 95% and above in product knowledge.

Reservations Executive | Spicejet Airline | May 2018 till June 2019.

Key Responsibilities: Customer service & sales

- Attending incoming calls from international and domestic customers and solving queries related to bookings, rescheduling, refund, providing best travel plans by analyzing the requirements.
- Dealing with customer's complaints and providing the best possible solution, logging customer details in the company's CRM tool (Salesforce).
- Upselling add- on services to customers on incoming calls.

DECLARATION:

I, Swati Chauhan hereby declare that all the information provided by me is correct and I have evidences regarding my testimonials.

PLACE: Noida/Delhi

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