

# CURRICULAM VITAE

DEEPAK DHINGRA

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## Professional Experience

### Working with KH Infra

Duration	May 2017 – Till Date
Company	KH Infra
Designation	Sr. HR Recruiter.
Process	UK/IND

## Role and responsibilities

- Prepare reports and maintain records of work accomplishments.
- Collection of data and sort it in the adequate manner, so that it can be use further.
- Recruiting new hires and take care of their onboarding as well.
- Designing recruitment plans, advertising needed positions, and interviewing applicants.
- Recruitment plans deployed by HR recruiters include joining career fairs, sending emails, and posting on social media and job sites.
- Analyzing the requirements of an available job, attracting suitable candidates to the position. Taking care of IJPs (Internal Job Posting).
- Taking care of tallies and Medicare.
- Guide employees with Tax details, so that they have make the necessary savings.
- Coordinate and oversee all office activities.
- Have to maintain accurate and complete customer and employees account information.
- Ensure adherence to relevant company procedures and policies.
- Handling of social media accounts and internal HR audits as well.
- Answering customer and employees queries in professional manner.
- Handle phone calls and all related correspondence.
- Help employees with filling ITRs (Nil).

## Past experience

### Worked with British Telecom

Duration	Jan 2014 – May 2017
Company	BT
Designation	Quality - SME
Process	UK

### Role and responsibilities in previous employment

- Audit the number of calls given by the client. Making of dashboards, daily, weekly, monthly and yearly reports.
- Providing support to operational Teams. Maintaining of Databases etc.
- Clients interaction, delivering swift and flawless service
- Communicating with other key organizational representatives to maintain smooth workflow.
- Quality Testing, which includes Games Testing and testing of BT apps.
- Taking training sessions to improve the Quality scores.
- Team Management; handling and motivating team members.
- Record feedback and let the representative know areas of Improvements.
- Recording and managing project/work issues and escalating where necessary.

### Achievements in previous employment

- Nominated and awarded as employee of the month several times.
- Nominated and awarded for “Green Star” award once.
- Appreciated from Client’s for delivering swift and flawless services.
- Helping colleagues within the Team to achieve their targets and for process related queries.

### Worked with Midas Touch Services.

Duration	Nov 2012 – Jan 2014
Company	MTS
Designation	Quality Coach
Process	US

### **Worked with Mercer MMC Group of Company.**

Duration	Aug 2010 – Nov 2012
Company	Mercer.
Designation	Sr. Implementation Analyst
Process	Quality Coach. (RQT)

### **Worked with IBM.**

Duration	Nov 2005 to Jul 2010
Company	IBM
Designation	Sr.ID Administrator (Part of ID Admin Team)
Process	GM.

### **Area of specialization and achievements for previous employment**

- Monthly interaction with the US Clients; to get their feedbacks about the process and the work quality
- Worked on several Green Belt quality projects
- Knowledge Base creation and updating on weekly basis
- Prepare Agenda and Minutes of Meeting; worked on useful projects (mainly Quality) to increase the efficiency of work

### **Certified Trainings**

- Innovation Implementation (Operations and Process)
- Techniques for Better Time Management
- The Art of Global Communication
- Leading and Motivating
- Project Management (Project Mapping and Flowcharts)
- Communication Etiquette
- Future Leader Program
- Managing Your Time
- Stress Management
- ZED scheme
- AML (KYC)

<b>Academic Qualification</b>			
Graduation (B' Com)		Delhi University	
Diploma in Computers		Wintech Computers	
Higher Secondary 12 <sup>th</sup>		Vishal Bharti Public School, Delhi	
High School 10 <sup>th</sup>		Vishal Bharti Public School, Delhi	

### **Professional Qualification Attained**

- Six Sigma Green Belt certification
- Certified Training of ISO27001, Quality Benchmark Six Sigma, Kaizen and Lean Methodologies
- Training for COPC (Customer Operations & Performance Centre)
- Bronze certification in Lean from BQF

### **Strengths**

- A quick and continuous learner with good problem solving skills
- A team player committed to strong professional work ethics
- Can easily maintain a balance between quality and volume of work
- Can adapt to any kind of work environment
- Good listening skills
- Positive thinking
- Cool Temperament

### **Declaration**

I, hereby, declare that the above mentioned information is correct to my knowledge and belief.

Place:

Date:

DEEPAK DHINGRA