



# PRIYANKA CHAUBEY

## MANAGER RECRUITMENT

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DOB : 5th Jan 1985

### Skill

Employee Relationship  
Sourcing  
Conflict Resolution  
Workday Portal  
Onboarding  
Performance Management  
Network Building  
Collaboration  
Job Portals:  
Naukri, Shine, Monster  
Training and Mangement  
ZOHO

### Language

Hindi   
English 

### About Me

To secure a responsible career opportunity to fully utilize my skills, while making a significant contribution to the success of the company, where I can utilize my communication and inter-personal skills, contributing towards the development of the organization.

### Education

- Annamali University MBA
- Delhi University BCOM
- MLIS- Annamalai University
- BLIS- IGNOU

### Experience

- Brisk Olive Business Solutions Pvt. Ltd. March 2023 to till date
- Manager Recruitment
- Customer Relationship Management (CRM) - Meeting Clients, Owner, CHRO, Operations Head, Networking with partner agents
- Creation of Processes - essential and implementation, SOP's.
- Talent Acquisition. Hiring of New candidates, creation of talent pool, training and development
- Negotiation Skills, On boarding, Invoice Raising, Employee retention
- Processing internal arrangements such as travel, training sessions, and team-building events.
- Setting up interviews and corresponding with prospective employees in a timely manner.
- Maintaining internal records, which may include preparing, issuing and filing company documentation (e.g. sick leave, maternity leave, etc.)
- Acting as the first point of contact for all personnel queries.
- Addressed employee grievances and concerns in a timely and confidential manner, promoting a positive work environment
- Conducted investigations into employee complains and provided resolution recommendation
- Implemented performance appraisal systems to evaluate employee performance and identify area for development
- Developed and updated Hr policies and procedures in compliance with relevant rules and regulations
- Employee Relationship, HRIS, Compensation and Benefits
- Induction, Orientation
- Training and Development, HR Policy Implementations

- Radical Mind from May 2022-Feb 2023

Operation Travel Executive

§ Maintain enduring customer relationship post sales and generate repeat business

§ Excel in listening to customer needs, articulating product benefits, creating solutions that provide value to the customer

§ Listen attentively to the caller needs to ensure a positive customer experience

§ Strive for quick complaint resolution, commended by supervisor for the ability to resolve problems on the first call and avoid escalation of issue

§ Communicating effectively with customers from diverse background- Date change, cancellation , Refund, Wallet issues, Hotel accommodation, Airlines

- Increments Jobs from 10th Jan 2020 - 30th April 2022

Senior Consultant

· End to End process of recruitment

- Contact with Company Owner, CHRO, Operations Head

- Global Edx March 2016 - Dec 2016

HR Executive

§ Laterals, IVR calls, Cold Calling, Mock interviews,

§ Training arrangement for corporate, Handled drive for HGS, Genpact, Concentrix

§ Tie up the Demo with the clients for Online as well as class room training

§ Searched the Key Persons on particular Requirement, commercials per closures

Served as Librarian in Organization/University from Oct 2009 - May 2015

IGNOU, SAARC, Niscar, Lingaya University

Published research paper on library science digitization

