

# Musharrat NA

**Hard-Working HR Recruiter and Customer Service with 3 years experience in Non-IT and IT Department.**

Delhi, Delhi 110084

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Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

Willing to relocate: Anywhere

## Personal Details

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**Date of Birth:** 1997-09-02

**Eligible to work in:** India

**Highest Career Level:** 2-5 years experience

**Industry:** Call Center, Customer Service, Human Resources, IT Operations & Helpdesk, IT-Hardware & Networking

**Total years of experience:** 3

## Work Experience

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### IT Recruiter

Stanley David and Associates-Delhi, Delhi

September 2021 to September 2023

- Analyze job orders to fully understand client's specific needs and requirements; update job descriptions to meet client's explicit requirements.
- Identify and source top candidates through resume analysis.
- Build and maintain relationships between clients and candidates to ensure successful partnerships.
- Conduct searches to find qualified individuals via websites including Monster, LinkedIn, Indeed, Naukri etc.

### Customer Service Representative

Kocher InfoTech Pvt. Ltd-Gurgaon, Haryana

November 2020 to February 2021

- Serve as the primary contact for all customer inquiries and questions.
- Maintain customer relationship for and help the team in achieving the target.
- Handle complaints, provide appropriate solutions within the time limits.
- Work with confidential customer information.

### HR Recruiter

Balj Technology Pvt. Ltd-Noida, Uttar Pradesh

August 2019 to September 2020

- Prepared job descriptions for various positions and developed appropriate questions for prospective candidates.
- Designed and maintained job postings on various social media sites and websites with various tools.
- Coordinated with the hiring manager and participated in the interviewing panel.
- Analyzed various job applications and filtered candidates through telephonic
- Communicated results to the candidate.

## Education

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### **Bachelor's in BBA**

Jamia Hamdard University - Delhi, Delhi

July 2016 to July 2019

### **Higher Secondary(12th Pass) in Commerce**

N.P Girls Sr. Sec. School - Delhi, Delhi

July 2013 to June 2015

### **Secondary(10th Pass) in English**

Government Sarvodaya Kanya Vidyalaya - Delhi, Delhi

March 2013

## Skills / IT Skills

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- Microsoft Office (3 years)
- Management (1 year)
- Customer Service (1 year)
- Customer Handling (1 year)
- Sales (Less than 1 year)
- Communication skills (3 years)
- Computer skills (3 years)
- English (3 years)
- Hindi (3 years)
- Typing
- Microsoft Excel (3 years)
- Human resources (3 years)
- Recruiting (3 years)
- Human resources management (3 years)
- HR sourcing (3 years)
- Talent acquisition (3 years)

## Languages

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- English - Fluent
- Hindi - Fluent
- Urdu - Fluent