

SHALINITI WARI

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MBA (specialization in HR and FINANCE) with more than 2 years' experience in reputed organization.

PROFESSIONAL SNAPSHOT

- **Objective:** Young, Competent, Passionate Professional looking for a position of strategic importance by making an effective contribution in development of the organization to the best of my abilities, thereby sharpening and developing my own skills and knowledge.
- **Computer Skills:** Proficient in many computer software applications including Microsoft Office (Word, Excel, Outlook and Access).
- **Key Skills & HR responsibilities:** Hands on experience in monitoring all recruitment activities for the organization immense knowledge of maintain records on database.
- **Office Administrator:** Conduct clerical duties, coordinate project deliverables, perform accounting tasks including invoicing and budget tracking, Schedule meetings and travel arrangements for senior members of the company, provide administrative support for operations team, monitor the production staff.
- **Industry Experience:** More than 1 Year experience in Customer Support, the primary engaged of customer service representative is to address customer issues and resolve them in a timely and efficient manner. Support reps interact with customers on a variety of channels such as phone, emails, and social media and ensure that all valid customer concerns are being dealt with immediately.

CURRENT CONTOUR

Working with Gyandhara Industries Pvt. Ltd. It is privately held Cattle Feed company in India, headquarter at Lucknow. With the mission and objective of upliftment of farmers and improvement in cattle's health, and consistently working towards making best in class cattle feed with high nutritional value & purity. Gyandhara have a manufacturing capacity of 500 MT per day in Sandila, District Hardoi, Uttar Pradesh.

Designation: HR Operations Executive

Tenure: 26th May to till date

Location: Lucknow

➤ **Key Accountabilities:**

- Complete Recruitment Process
- Joining and Exit Formalities
- Statutory Compliance, EPF, ESI, Bonus, Gratuity
- Time office Attendance
- Leave Management of Staff
- Managing Employee Engagement Activities.
- Handling HR Related Queries through HR help desk
- Background Verification of Employees
- Checking TA / DA of sales staff.
- Coordination all Marketing Stock, Stationary, Pantry and Housekeeping
- Handling Revolving Fund

Worked with **Marc Laboratories Pvt. Ltd.** It is a privately held pharmaceutical company in India, headquartered at Lucknow, in the state of Uttar Pradesh. An integrated healthcare solutions provider with pharmaceutical product basket, it caters to a wide range of therapeutic areas that include Orthopaedic, Gynaecology, Cardiovascular, Gastrointestinal, Anti-infectives, Antibiotics and Immunological. Marc Laboratories has a multilingual workforce of more than thousand employees.

Designation: HR Associate

Tenure: 8th March '21 to 25th May '22

Location: Lucknow

➤ **Key Accountabilities:**

- Prepared job descriptions for various positions and developed appropriate questions for prospective candidates.
- Designed and maintained job postings on various job portals, social media & websites with various tools.
- Analyzed various job applications and filtered candidates through telephonic or one on one interviews.
- Coordinating with hiring managers and participated in the interviewing panel.
- Working on CBO software to check field staff working and performance on daily, weekly and monthly basis.
- On the monthly basis generating expenses of field staffs (Medical Representative, Area Business Manager, Regional Business Manager & other Seniors Authorities).
- Leading, training and monitoring the performance of Field Staff to ensure efficiency in sales, operations and meeting of individual and group targets.
- Managing the CRM data of Doctors, Chemists & Stockiest, collecting the CRM proposals, distributing the cheques of amount and then preparing the reports for the presentation purpose.
- Monitoring Field Staff performance and ensuring they achieve their individual sales target on monthly basis.

Worked with **Aegis Limited, Lucknow**, it operates as a business services provider firm. The company provides business outsourcing and back office support solutions. Aegis serves banking, finance, telecom, healthcare, travel, hospitality, retail, consumer good and technology sectors worldwide.

Designation: Customer Support Representative (Zomato process)

Tenure: From 24th Jan '20 to 7th Mar '21

Location: Lucknow

➤ **Key Accountabilities:**

- Resolved customer queries through call, chat & mail with proper customer satisfaction.
- Top scorer of daily performance.
- Prepared daily excel report of Customer Satisfaction (CSAT) of Team members.
- Weekly auditing of customer chat, give feedback to fellow members thus improving their performance.
- Arranged meeting of team members with Team Leaders and Zomato Clients.

ACCOMPLISHMENTS

- Certified Professional from Helping Entrepreneurs Grow in AIMT.
- Published & Presented Research Paper entitled "ROLE OF TECHNOLOGY IN BUSINESS"
- Certificate on 'TECH BUZZ 2019', participated in MS-OFFICE.
- Certificate on the Management Development Program conducted at ADC, Lucknow.
- Certificate on AIMA management Olympiad 2017, Lucknow.

SCHOLASTIC CREDENTIALS

- **Masters of Business Administration (HR & Finance)** - Ambalika Institute of Management and Technology, Lucknow.
Affiliation: AKTU
Year: 2018-20
- **Bachelor of Business Administration** – Azad Degree College, Lucknow
Affiliation: Lucknow University
Year: 2014-18
- **Intermediate** - New Public School, Lucknow
Board: C.B.S.E
- **High School** - New Public School, Lucknow
Board: C.B.S.E.

SUMMER INTERNSHIP

Company Name: AIRPORT AUTHORITY OF INDIA (AAI) **Duration:** 13th Jun'21 to 31th Jul'21

Role & Responsibility: -

- Completed Six Weeks Summer Training at “AIRPORT AUTHORITY OF INDIA (AAI)”.
- Learned how to manage office work (nominee details, 7TH pay commission, job duration, promotion & performance appraisal, retirement and termination.)

HOBBIES & INTERESTS

- Travelling
- Photography
- Cooking
- Planting

PERSONAL DETAILS

Date of Birth: 02/10/1996
Languages: English, Hindi
Marital Status: Single
Permanent Address: L-1/76/ Sector-F, L.D.A Colony Kanpur Road, Lucknow

DECLARATION

I certify that the information furnished above is factually correct to the best of my knowledge.

Date : -

(Shalini Tiwari)