



SURBHI DHEER

HUMAN RESOURCES PROFESSIONAL

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DOB : 07th April 1994

Address: E-D-1-595, L.D.A Colony, Parag dairy, Lucknow, Uttar Pradesh

Languages:- Hindi & English

Career Objective: - A self-motivated Human Resource Professional having overall more than 8 Years of experience as an Administrative Professional and Human Resource Manager. Focused, Confident and Quick Learner. Keen to learn New things.

Professional Experience

AK Infra & Reality Developers Pvt. Ltd 📍 (Lucknow)

Human Resource Manager

📅 01st December 2018 to Current

- ✚ Bridging management and employee relations by addressing demands, grievances or other issues.
- ✚ Managing the recruitment and selection process .
- ✚ Develop and monitor overall HR strategies, systems, and procedures across the organization.
- ✚ Maintaining HR records as MIS, staff documentation leave applications, out duty application
- ✚ Advertisement Activity
- ✚ Oversee daily operations of all employees.
- ✚ Take care of Exist Process of Employees.
- ✚ Handle confidential matters with discretion
- ✚ Employees reimbursement
- ✚ Maintain Inventory, Master Report, Bookings, Payment records & all the CRM activities.
- ✚ Assisting in legal compliances.
- ✚ Manage Training & Induction part.
- ✚ Handling Transfers of Employee , Vendors & Clients Etc.

CSD Educational Institute / Tutorial 📍 (Lucknow)

HR/ Admin

📅 15th February 2017 to 30th November 2018

- ✚ Center Management
- ✚ Managing the recruitment, selection process, onboarding process and exit process.
- ✚ Maintain and enhance employee benefits programs, including compensation, health insurance, expenses, vacation, and other personnel packages
- ✚ Assisting with the performance management and review process.
- ✚ Attendance & Salary Process.
- ✚ Ensures planning, monitoring, and appraisals.

Institute For Career Development (ICDL) ♡ (Lucknow)

HR Administrative

📅 01st September 2015 to 14th February 2017

- ✚ Consulting with department managers over important organizational issues.
- ✚ To assist and advise Company managers/directors on HR policy, practice, procedure and issues.
- ✚ Maintain Employee records
- ✚ Conduct Interview
- ✚ Handling Employee Grievances.
- ✚ Payroll Management.
- ✚ Recruitment & Selection process.
- ✚ Handling Government project.
- ✚ Counselling For Employee & Candidates.

Nokia Care (Aryans Communication) ♡ (Lucknow)

Admin / Customer Care Officer

📅 1st May 2013 to 3rd March 2015

- ✚ Employee Management.
- ✚ Conduct Employee Training / E Learnings.
- ✚ Customer Service.
- ✚ Get ENTRY LEVEL SCANNING & attach ELS with the job sheet.
- ✚ Prepare job sheet with proper details against the problem of the customer with his /her device.
- ✚ Check warranty details on NOL/ purchase bill.
- ✚ HR Policies & System Design.
- ✚ Claim Generation.

Denave India Pvt. Ltd.

Sales Executive

📅 01st April 2012 to 30th March 2013

- + Handing Customers on Front Desk.
- + Solve Their Queries.
- + Conducting market research to identify selling possibilities and evaluate customer needs.
- + Negotiate/close deals and handle complaints or objections.
- + Make Purchase Orders.

Qualifications

- Pursuing LLB 3rd Semester from Lucknow University.
 - MBA in Human Resources from Sikkim Manipal University.
 - Completed Master Diploma in Computer Information Technology in May 2012 with Grade "A".
 - Graduation - B.A from University of Lucknow.
 - Intermediate & High school from ST. Ann's Inter college (affiliated to UP Board) UP, India.
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Date: - 11th December 2021

Place :- Lucknow

Surbhi Dheer