

# Abhishek Kumar Ratan

Address: "20/A Shiva Ji Marg Hata Laxman Das Hewett Road, Lucknow India"

Mob: (+91) 7355220635

LinkedIn: "[in/abhishek-ratan-0084bb19b](#)"

E-mail: "[abhishek.akr54@gmail.com](mailto:abhishek.akr54@gmail.com)"

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Trained and skilled in all best practices of HR with an in-depth knowledge of the entire recruitment cycle. HR compliance, performance appraisal, onboarding and induction, employee relations, HR operations, excellent negotiation skills with a dynamic approach.

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## Education

M. B. A. (HR and Marketing) June, 2015 – June, 2017  
(Dr. A. P. J. Abdul Kalam Technical University, Lucknow, India)

B. A. (English Literature and Sociology) August, 2013 – August, 2015  
(University of Lucknow, India)

## • **Technical Skills, Certificate**

Hands-on experience in MS Office.
Certification in Advance Diploma In Computer Application.

## Working Experience:

### **HR Manager**

**Fesschain (IT Company)**

May, 2021 – February, 2022

- Managing the team of more than 20 personnel at present and continuously hiring as per organizational needs and demand. Working with HRBP's and consultant to develop and implement solutions to achieve strategic business initiatives and deliver results. Drive performance management processes, partner with leaders to provide proactive guidance and support with coaching, counseling and performance improvement actions. Demonstrated success in quickly building a strong network within Human Resources and other staff groups to effect seamless delivery of services for organization.
- Excel in a fast-paced environment open to experimentation and continuous improvement with "can-do" attitude.
- Acting as an advocate for all levels of employees. Working closely with subordinate to coordinate, research and analyze matters relative to issues and initiatives in support of management priorities.
- Experience in the administration of benefits and compensation programs and other Human Resources recognition and engagement programs and processes. Liaising with various departments and authorities.
- Acting as a bridge between the senior most authority and executives and working with teams to execute on the attraction and retention strategy to align with the company high growth plans.
- Working with the management to execute the annual performance review and career development process. Identifying and recommending areas of improvement to internal standard operating procedure including team restructuring and morale.
- Develop and deliver the organisation's internal communication strategy, planning and calendar of activity, supporting to increase levels of employee-engagement.
- Ability to successfully partner with leaders at all levels as a trusted and conscientious advisor to guide and take appropriate actions in addressing sensitive employment matters with tact, demonstrating

outstanding communication, influencing and collaboration skills.

- Functioning under the auspices of **Strategic Human Resource Management** which leads to results in the interaction of **Human Resource Management** with other divisions within business in order to get to know their unique needs, understanding their goals, and how they fit in with the goals of the business, creating hiring and retention strategies that align with those goals, giving those departments what they need to succeed.
- Having experience in training and development, onboarding, re-integration, conflict resolution and in assisting frontline managers and management with people issues.

**Business Associate**

August, 2019 – October, 2019

**Erudition**

- Engaged in one-on-one promotional marketing activities.
- Involved in customer acquisition, brand promotions, excellent customer service.
- Oversaw day-to-day business operations on sales by fostering deep professional relationships with customers.
- Devised, deployed and monitored processes to boost long-term business success.

**Management Trainee**

June, 2016 – August, 2016

**Shoppers Stop (Department Store Chain)**

- Highly engaged in one-on-one interaction with customers to ensure satisfaction.
- Actively participated in the meetings and suggested ideas for increasing sales.
- Assisted in operational activities.
- Resolved customer complaints promptly and professionally.

**References available on request.**