**RESUME**



**SAI HARSHITHA**

D/o G.N Suresh,

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#63, 10th B-main,

Mukkuntamma tank road,

Dodda Banaswadi - 43.

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**OBJECTIVE**

To pursue long-term career in a professionally managed organization contributing my best to the company, with objectives of growth and job satisfaction.

**PERSONAL STRENGTHS:**

Team player, patience, adaptability, quick learner, creative thinker.

**ACHIEVEMENTS:**

* NSS (National Service Scheme – Social Service) volunteer and NSS president for the academic year 2014-15. Attended 2 NSS inter college camps and was selected for National Level RD camp in 2015
* Head coordinator KSHITIJ-2014 (Annual Management fest conducted by the department of management studies)
* Coordinator for Pioneer (Annual Inter college management fest)
* Performed dance drama in the NATIONAL CONFERENCE conducted by MAHARANI LAKSHMI AMMANI COLLEGE for WOMEN-2013
* Have been awarded multiple awards for in First Advantage for Highest API and fixing process gaps

**COMPUTER LITERACY:**

Excellent knowledge – M S word, M S excel, Power Point Presentation, Internet, and basics of Photoshop.

**Past Experience:**

**HR Intern – PerksMe / Globals**

* Worked as a Generalist HR(Intern) in Fringe Tech PVT ltd - Jan – March 2016
* Executive HR – September to Jan 2017.

**Roles and Responsibility:**

* Handled end to end recruitment process. This includes sourcing job profiles from online job portals like Naukri, Shine and social media profiles such as LinkdIn.
* Conduct weekly employee engagement activities
* Conduct regular 1 on 1 sessions with employees
* Maintaining repository of all employees with their salary, attendance, floor time and other details.

**Operations Analyst – First Advantage Pvt Ltd. (**​Feb 2016 – August 2017)

First Advantage provides comprehensive background screening solutions that provide employers and housing provider’s straight forward actionable reports so they can make confident choices reduce risk and stay compliant.

**Roles and Responsibility:**

* Solve Client queries with regards to the background check of their candidates through Emails and Chats.
* Solve Account related issues for the clients (Website access, levels of access to view or edit report) through Emails.
* Complete background verification of potential employees of our clients. Which included their criminal, education, employment and health related checks.
* Handling Client escalations and resolving their query within 1 Business day through email (At Risk Clients).
* Closely work with QA and Training Department and help them update internal website with information and procedure related to process.

**Senior Executive Quality control – First Advantage Pvt Ltd. (**​Aug 2017 – Present)

* Assuring client requirements are well understood with clear documentation
* Regular quality checks conducted on any email/chat/call/verification process to verify if the solution provided is matching up to clients expectations & assuring the quality output of it.
* Analysis of errors discovered by the daily audits conducted on the verifications completed by agents and improvising process documentation

**Other Responsibilities:**

* Conduction QA huddles with the agents to solve their process related doubts, discuss about new updates received by the clients for verifications.
* Preparing daily, weekly and monthly reports based on the audits conducted.
* Preparing process knowledge exercise and tests for employees
* Working closely with the training department to close loop any process related glitches.
* Deeply analyzing errors found by doing RCAs and DMS.
* If required, initiate a minor Lean project based on the severity of the errors observed.

**AREAS OF INTEREST:**

* Dancing, hand-made jewelry making, reading novels

**ACADEMIC QUALIFICATIONS:**

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| COURSE | INSTITUTION | YEAR OF PASSING | BOARD | PERCENTAGE |
| X std | SRI VANI GIRLS HIGH SCHOOL | Apr-10 | SSLC | 72% |
|
| II PUC | CARMEL PRE-UNIVERCITY | Mar-12 | STATE BOARD | 50% |
|
| BBM | Maharani Lakshmi Ammanni College for women | 2015 | Bangalore University | 53% |

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| **PERSONAL DETAILS:** |   |   |   |   |   |
| DOB |   | :   29-09-1994 |   |   |   |
| GENDER |   | : | Female |   |   |   |
| MARITAL STATUS | : | Single |   |   |   |
| Fluent in |   | ​: | ​​Kannada, English, Hindi, and Marathi. |   |

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| --- | --- | --- |
| DATE | : |   |
| PLACE | : BANGALORE | (SAI HARSHITHA) |