

**SEEMA PATEL**  
E-Mail: [seema.patel64@gmail.com](mailto:seema.patel64@gmail.com)  
Contact: +91- 9907650466

**Job Objective:**

- To build a career through challenging and rewarding assignments and to be a part of an organization where my knowledge, hard work, capacity, innovative and creative thinking can help the company's growth and my growth.

**Summary:**

- Excellent experience in HR which includes sourcing, screening, short-listing, interviewing, recruiting till joining formalities.
- Good experience of customer problem solving and management.
- Excellent communication and interpersonal skills.
- Highly self-motivated candidate who loves new challenges and take a creative approach to solve them.

**Skills :**

- Well versed with MS Office, Outlook, Thunder word, Operating system, etc.
- Knowledge of C, C++, VB.net, JAVA. Oracle, MS-Access, SQL, DBMS, HTML
- Internet Savvy, Quick Learner with an ability to deal with pressure
- Analytical thinking and problem solving, Solution oriented

**Experience:**

**NEXA & ARENA (Yug Cars Pvt. Ltd.)**

**Jan/19**



**Present**

**QCM/Customer Care Manager**

- Responsible for Customer complaint resolution & Customer relationship Management.
- Handling the activities of business development and revenue generation.
- Effectively handling the responsibilities of resolving the customer's problems.
- Instrumentally attended meetings of categories and suggested ideas for increasing sales & service load.
- Responsible to provide all authorized E-mail Drafting, response.
- Use to coordinate in job card opening/closing/billing.
- Handling the team of Service Advisors and tele calling.
- Service camp planning & management.
- Maintaining Daily/Weekly/Monthly reports such as PSF tracker, Body-shop tracker, Holdup status reports, closure reports, Employees report, Instant feedback reports & etc.

**TATA MOTORS (Sanghi Brothers Indore Pvt. Ltd.)**

**Nov/17**

**Dec 18**

**Customer Relationship Manager**

- Responsible for Customer complaint resolution & Customer relationship Management
- Responsible to complete the documentation formalities and taking care for floor Management.
- Pre-Screening resume and taking initial round of interviews.
- Co-ordination with administrative work. And completing employees joining formalities.
- Maintaining daily/ weekly/monthly reports such as Walk-In Tracker, YF Tracker status reports, closure reports, Employees report & feedback reports.
- Responsible to provide all authorized E-mail Drafting, response.
- Achieved Best Customer Complaint Management Award.

**Fusion Outsourcing Software Pvt. Ltd., Udaipur (R.J.)**

**Nov/15**

**Nov/17 Senior HR Recruiter (Senior Associate)**  **US Staffing**

- Recruitments Utilizing various sourcing method like Web portals and Social sites (i.e. Monster, CareerBuilder, LinkedIn)
- Sourcing, interview, and selecting applicants for technical and non-technical positions for Industries like- Plastic, BFSI, Healthcare, logistic, Automobile and etc.
- Client coordination to determine job duties.
- Screening & short-listing candidates profile as per the requirements of clients.
- Write job descriptions and job posting, match applicants to job openings, Source for future job openings and View applications.
- Finding contact details through company website, Intelius, Zoom info, People Search, ZabaSearch, Reporative and etc.
- RSS feed, Lead generation.
- List job postings on job boards, social media, corporate career web sites, and other possible channels.
- Keep track of all applications file away important notations such as gender, race, and ethnicity.
- Participate in implementing new recruiting technology, such as applicant tracking systems and screening tools.
- Maintaining daily/ weekly/monthly reports such as interview status reports, closure reports & feedback reports.

**Lance-soft India Pvt. Ltd, Indore (M.P.)**

**Dec/14**

□ Jul/15

**IT Recruiter (Associate) □ US Staffing**

- Recruitments Utilizing various sourcing method like Web portals and Social sites (i.e. Monster, Career Builder, Dice, LinkedIn, Indeed)
- Managed the recruitment and client requirements, sourcing profiles for technology streams.
- Screening & short-listing candidates profile as per the requirements of clients.
- Interacting with candidate, doing initial screening. Understand their competencies & skill sets, making them understand job role.
- Providing complete, accurate, and inspiring information to candidates about the company and position.
- Coordinating with candidates for interview & conducting telephonic interview before short listing candidates.
- Preparing candidates for interviewing with the clients by providing detailed information about business strategy, job descriptions, and expectation.
- Negotiated salary and benefits.
- Call applicants and perform phone screens, have applicants come in for formal interviews.
- Instruct applicants on the nature of the job and whom they will be speaking with during the interview.
- Facilitate meeting between hiring manager and applicant.
- Interview applicants, Hand out and grade assessments, participate in final selection of applicant.
- Arranging for personal interview on short listing, having good co-ordination with the client arranging the final interview.
- Coordinating with the company and with candidates after company selects the candidate.
- Create portfolio of possible candidates for hiring manager and Check references.
- Interpret results, Inform to candidate of company's decision.
- Inform applicants not chosen of company's decision.
- Maintaining daily/ weekly/monthly reports such as interview status reports, closure reports & feedback reports.

**Raksha Sales & Marketing Group, (Fuel Advertising) Bhopal (M.P.)**

**Jan/13**

□ Dec/14

**HR Executive**

- Executed all activities and make correspondence relating to appointment, confirmation, increment, promotion, termination, discipline, recreation, entertainment, grievance handling etc.
- Entire recruitment procedure, job advertisement, review, screening of application and finalizing the process of appointment.
- Managed day to day Administrative work.
- Engaged to prepare Attendance, Leave Statement and travel management & Job Posting & Bulk Mailing

**KARVY Insurance Broking Ltd., Ujjain (M.P.)**

**Sep/09**

□

**Sep/10**

**Customer Relationship Executive**

- Handled the activities of business development and revenue generation.
- Responsible for generating venue sales.
- Effectively handled the responsibilities of venue sales.
- Generated best revenue for company through venue and mobile venues.
- Instrumentally attended meetings of categories and suggested ideas for increasing sale.

#### **Education:**

- MBA (HR & Marketing) from DAVV, Indore, M.P. □ 2013
- BCA from Makhanlal Chaturvedi University, Bhopal, M.P. □ 2010

#### **Training/Certification:**

- Successfully completed training at Career Consultancy, Indore in HR recruitment and training & development position.
- Successfully completed training at Future Group, Indore (M.P.) for 2 Months.
- Successfully completed Summer Internship Program at Madhya Pradesh Trade Investment Facilitation Corp. Ltd. (Govt. undertaking), Bhopal for 3 Months during Global Investors Summit 2012.
- Completed Project training on □Share trading Management System□ for 3 months 15 days.
- Successfully attended Entrepreneurship Development training with certification by N.S.T.E.D.B., New Delhi.

#### **Achievements:**

- Closed the requirement for several positions.
- Appreciated as a best performing beyond the target.

#### **Personal Details:**

Father's Name: Mr. R.L. Patel  
Date of Birth: 16<sup>th</sup> Jun, 1990  
Address: 162/D, Madhav Nagar Railway colony, Ujjain (M.P.)

---

**Date & Place:**

**Seema Patel**