# Gaurav Agarwal

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# Summary:

* **Dedicated Customer Service Representative, motivated to maintain customer satisfaction and contribute to company’s success.**
* **Worked a US Technical/IT Recruiter for almost a year and a half.**

**Education:**

Acropolis Technical Campus 2014 - 2018

B.E – Mechanical (Completed with Honours-6.90 CGPA)

ST. Paul H.S School (CBSE) 2013 Senior Secondary (74.8%)

ST. Paul H.S School (CBSE) 2011 High Secondary (7.4 CGPA)

# Skills:

* RedHat Certified System Administrator
* EC-Council Certified Secure Computer User
* CompTIA Strata IT Fundamentals Certified
* MS Office.

# Core Competencies:

* Customer service
* Customer satisfaction
* Customer obsession
* Communication
* Data analysis

# Other competencies/skills:

* Multi location Recruitment
* Mentoring
* Sourcing/Recruitment
* Building Strong referral Network
* Database Creation &amp; Maintenance
* Application Tracking System
* Interviewing/Screening
* Offer Negotiation
* Resume Formatting

# Experience:

**Amazon Development Center India Pvt. Ltd. Aug 2019 - Present Virtul Customer Service Associte (VCSA)**

* Working as a virtual customer service associate, initially supported Indian customers over phone(Hindi/English), and then was moved to North Amrerica skill, to handle US customers via Chat/MessageUS

# K-Tek Resourcing ( [www.ktekresourcing.com](http://www.ktekresourcing.com/) ) Apr 2019 – Sep 2019 Talent Acquisition Expert

* K-Tek Resourcing is a consulting organization with offices in Houston TX and St. Paul, MN.
* It is supported by 2 global delivery centers, located in India.
* With its global employee strength of over 250, K-Tek has been supporting its clients for over 9 years.

# Responsibilities:

* Involved in full cycle recruitment i.e. sourcing, identifying, screening, interviewing and placing personnel in quick turnaround time at the contract, contract to hire or permanent positions.
* Worked in a team of around 50 professionals including Technical recruiters, account managers, delivery managers, program managers and followed team hierarchy.
* Extensive experience working on IT, CS, Mechanical, Electrical, Hardware, Medical, Business Background Requirements.
* Worked with Fortune 500 clients e.g. Google, Facebook, Microsoft, Ford, Siemens, Johnson & Johnson, etc. through implementation partners like HCL America, SLK America, Cognizant, and Tech Mahindra.
* Hands-on working experience with various job portals including Monster, Dice, Indeed, TechFetch, LinkedIn, etc. to get the right profile matching the job requirement in the shortest possible time.
* Preliminary screening/shortlisting the right qualitative profile against the given requirement.
* Interviewing, reference checking and negotiating salaries with the candidates.
* Built and maintained good relationships with the candidates via emails and calls and solving their queries throughout the process.

# Collabera Services Pvt.Ltd ( [www.collabera.com](http://www.collabera.com/) ) Jun 2018 – Mar 2019 Technical Recruiter

* Collabera Inc. is a leading IT Staffing Company Headquartered in Morristown, NJ that provides professional Information Technology recruiting, staffing, consulting and business services to company worldwide.
* Collabera is the largest privately held Technology Company in New Jersey by revenue with $600 million for 2015 and approximately 4,200 employees in its New Jersey Headquarters.
* The Company has more than 60 offices worldwide with over 16,000+ employees.

# Responsibilities:

* Responsible for the full life cycle of the IT recruitment process
* Understanding the requirement to strategies how to work on it.
* Preparing the Job description simple and ordered making it easy for the candidate to understand and response accordingly.
* Performed needs analysis, requirements definition, consulting on sourcing strategies, recruiting, sourcing, scheduling interviews, reference checking, negotiating, making offers, creating contracts and closing candidates that can help actualize corporate mission.
* Working on daily new requirements of different domain and clients.
* Effectively recruiting candidates through internet research, internal database, referrals, and other strategies.
* Handling all the IT technologies involving combination of complex skill set and rare technologies.
* Used job portal like Dice, Monster, Carrier Builder, Indeed and LinkedIn.
* Keep track of response and short listed profiles.
* Managing recruitment efforts for IT, Financial/Investment Banking clients.
* Responsible for all aspects of recruitment process: identifying staffing needs, reviewing resumes, conducting interviews and completing references.
* Worked on various job boards like LinkedIn, Monster, Dice, CATS and Career Builder to source technical expertise and filled them for job openings.
* Direct sourcing from Google, internal database, external vendors, and LinkedIn and job boards.

**Environment:** MS Office, Office 365, MS Outlook, Cisco.