

S. Hitesh Goud

Process Lead/ Team Lead

Human Resources (HR) professional with more than 4 years experience in the Recruiting Services operations (RS-Ops). Involved in Employee referrals program, Bonus payout audit & validation, Candidate Dupe check, Candidate screening, Travel booking and Expenses, Assessments and Interviews scheduling, Quality reviews, project handling, etc.,

✉ s.hiteshgoud@gmail.com

📞 (+91) 8688474303

📍 Hyderabad, India

🌐 [linkedin.com/in/Hitesh Goud](https://www.linkedin.com/in/Hitesh Goud)

SKILLS

MS Office Suite

SharePoint Server

Excel VBA Macros

Excel Dashboards

Data tools - Power Bi, Tableau

Recruiting Tools - iCIMS, People-portal, Codility, CWT, Salesforce

Coding - C, C++, Java, HTML, SQL

WORK EXPERIENCE

Process Lead - Recruiting Services

Amazon Development Center PVT. LTD.

07/2019 - 10/2020

Hyderabad, TS

Achievements/Tasks

- Assisted senior managers and mid - managers in planning and preparation of combat transactions. Collaboration with QA team and L&T team for quality review checklists and Training plans
- Managed transactions to support team during high volume days/months to achieve targeted SLA and Candidate Experience
- Conducted weekly/monthly operation synchronization meetings to manage team goals, improve efficiencies, streamline processes, and identify reluctant tasks
- Provided purpose, guidance, and direction to subordinates on a daily basis in order that positively affect attitudes and improved quality of work
- Reduced unplanned stops, eliminated losses, and established the effective process flow. Directed work activities, advised on directives / initiatives
- Completing coaching and developing, team skills to get to the next level. Monitor and motivate team, with regards to performance and report on weekly/monthly metrics. Reviewing and validating team capacity utilization sheet, daily volume tracker and updating SOP as per the team/ process updates
- Collaboratively worked with PMs/TMs/TLs for new projects, brainstorm, etc., and Involved in multiple 'Focus groups' like Funsters, JDI, Connections, PPP, etc

SR. ASSOCIATE - Recruiting Services

Amazon Development Center PVT. LTD.

10/2017 - 07/2019

Hyderabad, TS

Achievements/Tasks

- Managed Interviews scheduling for internal candidates, employee/HM/Interviewers/Recruiters queries handling
- Verifying Employee referral bonus payout eligibility check for NA, APAC, EMEA, LATAM and CHINA regions/countries
- Collaboration with recruiters to conducting online assessments and further outcomes
- Performing collation and maintenance of team capacity utilization sheet, volume trackers and updating SOP
- Conducting Peer-Peer quality review checks for processed samples within the team
- Continuous interactions with counter parts, employees & other teams for resolving escalations & better customer experience

Associate - Recruiting Services

Amazon Development Center PVT. LTD.

07/2016 - 10/2017

Hyderabad, TS

Achievements/Tasks

- Allocating the workflow to the team members and capacity utilization tracker
- Well acquainted with daily used tools like iCIMS, MRT, HIRE and People-portal
- Handling queries of the employees regarding their referral status and bonuses through trouble ticketing

WORK EXPERIENCE

B2B Executive

Moving D Needle

02/2016 - 07/2016

Hyderabad, TS

Achievements/Tasks

- Identifying and categorize different companies/sectors according to their supply chain operations
- Coordinate with the internal teams to arrange pilots/demos for the customers
- Maintaining the relationship with the client for better Customer experience and business outcome

PROJECTS

Internal Interviews Scheduling - Japan & LATAM (2020)

Feedback Link Creation & Internal Interviews Scheduling - US (2019)

Internal Candidate Interview Survey - EMEA (2019)

Internal Interviews Scheduling - APAC & MENA (2018)

Online Assessments - EMEA (2017)

Travel Booking and Expenses - APAC (2017)

EDUCATION

Master of Business Administration (MBA)

Avanthi PG College

2014 - 2016

Hyderabad, TS

Specializations and Projects

- Human Resources (Major)
- Marketing (Minor)
- Internship at Husys PVT. LTD. on 'Candidate Sourcing and HR Generalist'
- Involved in guiding students, co-ordinating with hiring Companies, hiring event details, etc., at 'College Placement Cell'

Bachelor of Technology (B. Tech.)

Sri Kottam Tulasi Reddy College of Engineering

2010 - 2014

Gadwal, TS

Specializations and Projects

- Electronics and Communication Engineering (ECE).
- Involved in College Annual day celebrations committee and Sports day committee.
- Collaborated with project team (2members) to complete a mini project on 'Automatic Morning alarm based on the Sunlight'.
- Collaborated with project team (4members) to complete a major project on 'Automatic data transfer using power cables'.

ACHIEVEMENTS

Awarded as 'Employee of the month (Dazzler)' for 3 times in 2016 & 2017

A 0.25 FTE savings, due to process enhancement and streamline of process

Certified 'Training Facilitator' at Amazon Development Center PVT. LTD.

Consistency in achieving targeted Quantity and Quality

A 7D/6N trip with family & relatives (10 members) to Ooty, Tamil Nadu

Trek to Ananthagiri Hills, Telangana and making Sand fort, foot prints at Allepey Beach, Kerala.

Conducted Cricket tournament and Competitive Exam, with a group of friends named 'Just for us'

Winners team in Tug-of-war and bicycle ride over Riverside - Railway bridge

INTERESTS

Traveling

Cooking

Photography

Travel Blog

Sports

Movies

Long Drives

Event Management