**Babbli Sarangthem**

**Mobile:** **9810965441**

**Email: babbli.sarangthem@gmail.com**

**Professional Synopsis**

* A competent professional with 7+ years of experience in, Resourcing, Operations and Client Relationship Management
* Previously was associated with **Sopra Steria (I) Ltd as an HR Administrator**
* Ability to work well in a team environment
* A Self-motivated individual with commitment towards quality & efficiency and initiatives to achieve the set goals and maintain accuracy under pressure
* Strong analytical, problem solving & organizational abilities.
* Part of CSR Initiatives from Sopra Steria following to merge profit-driven strategies with regulation that ensure social investment which improves in working conditions of employee activities and also Volunteer project to compliance with human right standards-gender equality and empowering women with NGO’s and environmental improvements ways for the better future.

**EMPLOYMENT RECITAL**

 ***Sopra Steria (I) Ltd. July’10 to May’19***

***From Aug’15 UK Resourcing as HR Administrator***

***Role Deliverables:***

* Managing end to end Contingent Workforce of Employees:
* Ensure that contracts are produced in a timely manner, accurately and in compliance with business guidelines.
* To support the team in requesting full time, part time and contract short terms employees. And also maintain contract schedules, extensions and terminations.
* To maintain accurate documentation for existing working staff on contract.
* To monitor requests for confirmation of contract end dates in respect of contractors.
* To provide other ad hoc tasks and when required, as directed by the UK Team Manager for respective areas.
* To take responsibility for ensuring that contract are extended up to dates.
* To ensure that up to date processes are available on the Procedures Database in respect of all areas of responsibility.

***July’10- 16 Aug’17 Thames Water as a Process Assistance***

***Role Deliverables:***

* A utility Project Acorn(Thames Water) which provides back office support to Thames Water in handling billing queries and correspondences. We used to handle correspondence which relates to queries regarding water bills and escalated queries. The process required good interpretation skills and analytical skills. Solving customers’ query with utmost quality.
* Achieving daily targets as per client requirement.
* Providing Query support.

***April’09 to June’10 with HT Media Ltd. Process Associate***

***Role Responsibilities:***

Effective skills in handling day to day activities in Market research co-ordination with internal / external departments for smooth functioning of the organization.

* Hands on experience of **SAP CRM Module & Oracle.**
* Possess effective communication, interpersonal & problem-solving skills.
* Demonstrated skills in relationship management, administration with a positive and learning attitude.

**Deliverables including:**

* Mapping client’s requirements and ensuring rendering of effective service in line with the guidelines specified by the clients.
* Identifying improvement areas & implementing measures to maximize customer satisfaction levels.
* Handling newspaper promotional activities and follow ups
* Sourcing of relevant advertisement through portals, Networking, references
* Proceeding billing system for booking of advertisement through online payment
* Preparation of MIS Sheet
* Co-coordinating with the client the enhances productivity of the organization.

***Jan’08 to March’09 with Info-Edge Pvt.Ltd(naukri.com) Candidate Services***

**Deliverables including:**

* Sourcing of relevant candidates through job portals, Networking, Job posting and reference events.
* Hands on experience of **IVR Module & ONLINE PAYMENT GATEWAY**
* Mapping client’s requirements and ensuring rendering of effective service in line with the guidelines specified by the clients.
* Identifying improvement areas & implementing measures to maximize customer satisfaction levels.
* Handling newspaper promotional activities and follow ups
* Sourcing of relevant advertisement through portals, Networking, references
* Preparation of MIS Sheet and billing the client
* Co-coordinating with the client the enhances productivity of the organization.

***Jan’07-Jan’08 with Appco Marketing Pvt.Ltd Management Trainee***

**Deliverables including: *-***

* Interacting with the key drivers of the business, providing on ground support   for   execution of various events, recognizing the role and organizing internal    training programs.
* Conducting the company’s orientation programs for the new employees.

***Resource Management***:

* Understanding & analyzing the requirement of the position based on Business Unit specific
* Sourcing of relevant candidates through job portals, Networking, Job posting and reference.
* Mass mailing the requirements to candidates.
* Finding candidates from Networking and Head Hunting.
* Handling first round of HR Interview in order to assess the candidates Suitability, Attitude, Academics and Professional qualification, Experience, Communication skills etc.
* Finding candidates according to skill set given by client from different job boards.
* Managed several Walk - In Interviews & Conduct Interviews & Co-ordinate with technical panel.
* Closure of positions within target hires date through rigorous follow - ups and coordination with candidate and Business Units.
* Follow up with candidates to ensure acceptance of offers, joining etc. and maintain a relationship thereafter.
* Scheduling Candidate for Weekend Walk-in Drives or daily Interview Schedules.
* Responsible for developing and executing effective candidate attraction strategies
* Maintain the database for difference skill sets & Preparing MIS Reports on weekly and monthly basis.
* Getting the approval on the Joining bonus and Notice Period Buy from the senior management.

***Business Development-***

* Follow up with candidates to ensure acceptance of offers, joining etc. and maintain a relationship thereafter.
* Scheduling Candidate for Weekend Walk-in Drives or daily Interview Schedules.
* Maintain and update status of all ongoing position (status of interviews, candidate short listed for various rounds).
* End to End Co- ordination from HR and Candidate side.
* Responsible for developing and executing effective candidate attraction strategies
* Preparing MIS Reports on weekly and monthly basis.
* Maintaining the database for the entire interviews being conducted and there feedback as well in the database for future reference.
* Suggesting implementation of Database for Interview Purpose in order to check on repeated Interview of candidates.
* Getting the approval on the Joining bonus and Notice Period Buy from the senior management.
* Sharing the requirement with employees to get maximum Referral.

**Scholastics**

* Diploma in International Management, JIMS, New Delhi
* B.B.A from Jagannath International Management School, Kalkaji, New Delhi
* Intermediate from (BHSE) Presidency College, Imphal, Manipur
* *Matric from (BSE) Little Flower School, Imphal,*

**Industrial Training**

* Two months Industrial training with Standard Charted Bank Ltd. New Delhi

**IT Skill Set**

* Well versed with MS-Office, C, C++ Language & Internet Applications.

**Additional Skills:**

* Part of CSR Initiatives from Sopra Steria following to merge profit-driven strategies with regulation that ensure social investment which improves in working conditions of employee activities and also Volunteer project to compliance with human right standards-gender equality and empowering women with NGO’s and environmental improvements ways for the better future.
* Been an active participant in blood donation and other campaigns at college level.
* Active Engagement and participation in:
1. Promotion for “WORLD CUP - 2007”, New Delhi.
2. Promotion for channel (V) get gorgeous, New Delhi
3. Promotion for development of handloom products, Guwahati

**Personal Details**

Permanent Address *: New ADDRESS…*