

Neetu Singh Chauhan

Resource Manager

Neetu Singh

Ajnara Grand Heritage,
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Noida 201307

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Skills:

Relationship management,
Stakeholder management,
Team management,
Scrumfundamental
certified
MS adv excel, powerpoint,
stakeholder management

PROFESSIONAL SYNOPSIS : A competent professional with over 18 years of experience with the last 13 years in IT Resourcing. Managing IT resource requirements for the Co-Operative Banking Group as a Resource Manager. Well versed in managing Resource databases, motivating resources and running successful IT Support Service with proven ability of achieving Service Delivery Targets. An individual with client handling skills and a leader with strong motivational, analytical and interpersonal skills.

Experience:

Sopra Steria India

Resource Manager

APR 2007 - PRESENT, NOIDA

- Resource Management; Interacting with clients through e-mails and daily Conference Calls to review and resolve resources issues as well as implement new requirement & procedure changes. Conceiving/implementing short/long-term plans for achievement of Resourcing objectives.
- Training & Development; Conceptualising the training needs for resources and implementing and organizing the same for the improved productivity and for building capability with required skill sets.
- Identifying training needs across all levels of resources by mapping their skills required for different roles. Timely feedback of resources to help to improve their performance and Quality control and to ensure that standards for the company are met.
- Corporate Social Responsibility: have been members of CSR in the Organisation and provided support to some of the schools in Noida. Helped the under-privileged children with certain basic training on hygiene and helped in their education etc.
- Travel Management: handled travel databases and details for our Account and reporting to senior management.
- Reporting of weekly utilisation trends to senior management to highlight any issues regarding under or over allocation of resources
- Managing Contractor management and involved in hiring of contractors, extensions and backfills.

Key Accomplishments:

Team management -

Manpower planning and
resource allocation -

Relationship management -

Vendor and travel
management -

Fun at work -

- Led resourcing team in various geographies, domestic and International, received wide appreciation within the organisation as this is a multi resource task.
- Identified idle resources time, planned and mapped training programmes to increase human capital. Balanced load of idle resources during lean time, over multi projects, resources were loaned on partial basis to save manpower, this whole effort led to lower cost for organisation, lower attrition rate and higher productivity.
- Frontended clients escalations for resources, and resolved them to acceptable outcomes.
- Led initiatives to liaison with internal agencies for subcontracting of international and offshore hiring.
- Talent Engagement activities like various workshops on job analysis, work-life balance, fun @work & quiz shows, on the spot awards and Drive for updating and maintaining Skill Matrix were successfully implemented.

Exl Services India

Sr. Customer Care Exe,
DEC. 2001 - APR 2007

Chief Tasks Handled

- Worked with Dell Financial Services, US.
- Handling Outbound/Inbound Collection calls in regards to debt collection from delinquent customers.
- Skip Tracing of the Customers for more than 30 days Delinquency level.
- Coordinating with compliance quality terms in implementation of best practices on the shop floor.
- Awarded with the Employee of the year award- A yearly award for being the best performer in 2006.

Kuber Times

Hr Executive,
1991 - 2001

Chief Tasks Handled

- Recruitment & Selection for various levels.
- Office Administration
- Counseling of employees

Soft-skills Trainings

- Ask it Right
- Personal Branding
- Webinar on HR and IT processes
- Excellent communication skills

Academic Details

1997	MBA from Lucknow University
1995	M.A. from Lucknow University
Schooling	La Martiniere Girl's College Lucknow
College	Avadh Girl's degree College Lucknow