

RIYA KESHRI

Manager - HR

Noida

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Career Objective:

To work in a challenging environment that provides me with an opportunity to use my skills.

About Me:

I am a straight forward individual with a zeal to reach excellence in my professional endeavours. I am interested to work in such an environment where my horizons of expertise could be extended to reach the utmost point of satisfaction.

Experience Summary:

- **Currently doing Freelancing.**
- **2 years & 6 Months** of experience as **Assistant Manager HR** in **Indiamart Ltd. Noida.**
- **11 months** of experience as a **Quality Analyst** in **TBSS (Tata Business Support Services) Noida. (Connect Business Solutions Ltd.)**
- **2 years & 6 Months** of experience as **HR Lead in Corporate Oxygen Management Solutions.**

Professional Experience:

Freelancing for Multiple companies and Project (Mar-2021 - Till Date)

Role and responsibilities:

- Managing the end-to-end employee life cycle of the employees.
- identifying process gaps to improve and optimize processes.
- Monitor grievances and implement disciplinary policies and procedures.
- Ascertain timely resolution of employee queries Ensure basic HR hygiene and support IR team on compliance issues.
- Align with business to implement talent engagement and development initiatives.
- Implement innovative solutions for engaging and motivating the employees.
- Communicate organisational policies and processes and ensure they're understanding.
- Handle overall recruitment through internal or external sources as per hiring guidelines.
- Stakeholder and Vendor Management.
- PAN India hiring for Middle and senior level through different portals.
- Team handling and monitoring performance.

Indiamart Intermesh Ltd- Assistant Manager HR (Jan 2019 - Mar 2021) Role and responsibilities:

- Strategic Management.
- Workforce Planning and Employment (recruitment and selection).
- Stakeholder and Vendor management.
- Human Resource Development (training & development).
- Freelance, Bulk, Contractual Hiring.

- TA Team handling
- Project Handling.
- On-boarding formalities and documentation.
- Provide support on understanding and application of HR policies and processes.
- Ensure compliance.
- Taking care of payroll.
- Planning, organising & executing welfare events.
- Responding to employee verification related queries.
- Maintaining all trackers.
- Taking care of regular Audits.
- Taking care of attrition.
- Streamline HR processes.

Indiamart Intermesh Ltd Assistant Manager Quality (Oct

2018 – Jan-2019) Role and responsibilities:

- To identify gaps and conduct feedback and refresher sessions with agents to improve sales and quality of calls.
- To drive process improvement initiatives.
- To drive calibration sessions with internal or external customers.
- To conduct training for a group of agents, when needed.
- To conduct quality induction for new hire batch.
- Took ownership of escalated situations that needed to be handled cautiously and efficiently.
- Taking care of customer satisfaction and brand image.

Tata Business Support Services (Now Conneqt Business Solutions Limited)

Quality Executive (Dec 2017 - Oct 2018)

Role and responsibilities:

- Created quality error trending reports identifying errors, process/system flaws and training needs for Advisors.
- Monitored in-bound and out-bound calls and mail made and received by various operation teams and provided feedback to improve their client experience.
- Provided accurate, consistent, and constructive performance feedback to the agents.
- Effectively handled escalated customer service calls.
- additional responsibility (Recruitment & selection)

Corporate Oxygen Management Solution

Lead HR (July 2017 - Oct 2017)

Senior HR Executive (Jan 2016 - July 2017)

HR Executive (July 2015 - Jan 2016)

Educational Profile:

Degree and Date	Institute & University	Major and Specialization
High School (ICSE Board) 2007 - 2008	Doon Cambridge School, Dehradun.	Commerce
Intermediate (ICSE Board) 2009 - 2010	Doon Cambridge School, Dehradun.	Commerce
Computer Diploma in Electronic Management (1 Year) 2010 - 2011	Hiltron Calc.	Computer Application
B. Com 2010 - 2013	DAV PG College (Hemwal Nandan Bahuguna Garhwal University).	Business Studies
MBA 2013 - 2015	GRD IMT College (Uttarakhand Technical University)	HR & Marketing

Declaration:

I hereby declare that the information furnished above is true to the best of my knowledge.

Place: Noida