

**Susan Monica Mobile:** +97334025086 **E-Mail:** [susan.monica@gmail.com](mailto:susan.monica@gmail.com)

***PROFESSIONAL ABRIDGEMENT***

High Caliber professional with 14+ years' of qualitative experience in Recruitment

Expertise in Mass/Lateral recruitment, Multi location/region hiring, Job task analysis, vendor management with an extensive exposure in ITeS and IT services

Strong experience in managing recruitment for onshore, offshore & near-shore models to source high quality

professionals across a wide range of technologies

Excellent in Talent Management Strategy, Full Life Cycle Recruitment, Creative Sourcing, Team Management,

Account Management, Client Management and Relationship Building

Cultivated solid relationships with Hiring managers, Coordinators, Staffing Managers, Delivery Managers and

internal Team leads/members

Demonstrated exceptional leadership and communication skills in consulting with key decision makers,

delivering powerful presentations, persuasively negotiating major transactions, managing high profile accounts and delivering comprehensive training programs

Possess strong values with uncompromising integrity

***CAREER CONTOUR***

**HR Admin**

**IT People Gulf, Bahrain Jul’19 – Till Date**

**Key Deliverables**

* To Administer the Recruitment & Business Development
* Identifying Target Clients for the organization
* Promoting and advertising the company name in Bahrain, Kuwait, Oman, Qatar, UAE and Saudi
* Understanding and analyzing the Client requirement.
* Implementing unique skills of Head–Hunting.
* Resourcing and lead generation.
* Constant Client interaction and understanding the need
* Briefing my team with Job requirements and sourcing areas for candidates.
* Analyzing and estimating the current availability of productive resources/database against requirement.
* Posting of Jobs on Naukri.com, Monsterindia.com
* Final screening and briefing candidates before sending them to companies
* Regular Follow–up with clients for future requirements

**HR Admin**

**Ebenezer Private School, Bahrain Mar’19 – Jun’19**

**Key Deliverables**

* Maintain individual files for designated employees to include position, contact details, remuneration levels, holidays, sickness, performance reviews, promotions, etc.
* Assist in employee relations through ongoing communications with specified staff and individual meetings as required.
* Responsible for obtaining, renewing and cancelling work visas for employees and maintaining immigration records of all expatriate employees and their family members
* Maintaining Staff Leave, Sick Leave and Absence records.
* Provide administrative support for the employee medical insurance and life insurance policies.

**Manager – TTBU**

**Concentrix Technologies, Chennai May’15 – Apr’17**

**Key Deliverables**

* Managing a team of 3 members - Independently handling all the requirements for the region

(IT/ITES). Involved in full lifecycle recruitment & SLA metrics – requirements analysis

* To Effectively plan the deliverable based on the business priority & criticality and Prioritize & delegate the

requirements across the team

* Conduct a weekly/Monthly/Quarterly review meeting with the team members to discuss on the

assigned requirements, TAT & areas of Improvements

* Responsible for the Performance appraisal such as Appraisal Reviews, setting the Goals, Increment

process and Development plans for the team members

* Involved in Initiating the BGV and on boarding process for the offered candidates

Facilitating and implementing rewards & recognition program in employee referral

* Member of POSH Committee

**Significant Highlights**

* Have been successful in bring hiring cost down (LCC from 25% – 85%)
* Have been successful in on-boarding & BGV integration

**Assistant Manager – TCMG**

**HTC Global Services, Chennai *Jan’11 – Apr’15***

**Key Deliverables**

* Managing a team of 2 members - Independently handling all the requirements for the APAC/ME region and the offshore projects in India (IT/ITeS)
* Regular Interaction with the Hiring Managers and Business Development Managers in understanding the

requirement and business needs.

* Involved in recruitment for US onsite/offshore team.
* Independently handling all the requirements for the APAC (Australia, Germany, Singapore, Malaysia, Qatar

& India) region and the offshore projects in India. Involved in complete end-end recruitment.

* Involved in collecting documents in processing the VISA for candidates travelling to US/APAC region.
* Responsible for presenting the PPT on behalf of the team progress every month to the management.

**Significant Highlights**

* Have been a Key member for H1 processing
* Have been a SPOC for different region and multiple COEs (Region: India/APAC/ME, COEs: Healthcare/ITES)

***Senior Executive – People Practices***

***Edutech, Chennai Sept’08 – Dec’10***

**Key Deliverables**

* Involved in a complete end-end recruitment, On-boarding and Induction
* Handled various vendors (recruitment/R&R/travel)
* Employed a variety of sourcing techniques to identify and contact new candidates, including
* Internet searches, referral networking, database prospecting, and job boards
* Maintain Recruiting Metrics to show daily and weekly progress
* Responsible for the Performance appraisal such as Appraisal Reviews, setting the Goals, Increment

process and Development plans for the employees

* Responsible for Employee Engagement program for the employees
* Managed Exit formalities like issuing exit interview and clearance forms and arranging meetings with

managers for counseling and administering full and final settlement

**Significant Highlights**

* ***Travelled to Dubai (Headquarters) twice in 2009 to hand hold HR activities in the absence of***

***my Senior Manager HR***

* Reduced the recruitment turn over time by 65% [from 2 months to 3 weeks]
* Introduced various incentive schemes, awards and certificates, gift vouchers, and other similar schemes

across teams

* Part of the team that works on “online induction”
* Initiated the online appraisal process across locations
* Initiated “**Blue Book**” – The Bible of Edutech

***Consultant,***

***Manpower Services India Pvt Ltd, Chennai Mar’05 – Aug’08***

**Key Deliverables**

* Core responsibilities would involve in finding various avenues of sourcing like Job portals, Fetching profiles of candidates who have registered with Manpower Job Portals - POWER CAST, Networking, Head Hunting
* Pre-screening, Interviewing and Recruiting candidates for Manpower’s premier clients like E-serve,

Accenture, Wipro BPO, 24/7 customer support, Intelenet Global Services, IBM, Google, Secova,

Perot Systems, Office tiger.

* Coordination with the client and candidates in the complete recruitment process.
* Maintaining a rapport with the candidates and getting feedback from the client as well as the candidate

about the fit to the position as part of post placement servicing.

**Significant Highlights**

* **Held the title of best performer month on month.**
* Crossed the set target of 1lac revenue per month.
* First person to hit the Incentive Scheme.
* 100% Conversion (Offer – Joinee)

***ACADEMIC CREDENTIALS***

Masters in Business Administration from Madurai Kamarajar University - 2011

Bachelors in Business Administration from Tamilnadu University – 2008

Diploma in Hotel Management and Catering Technology from Bharathidasan University – 2004

***PERSONAL DOSSIER***

Date of Birth: 22-Dec-1983

Address: Mahooz, Bahrain

Languages: English and Tamil

**Susan Monica**