SMITA SAMAL



CONTACT

#36, Laxmi Layout, Munekolal, Marathhalli, Bangalore-560037

+9194838 18860

samalsmita@yahoo.com

https://www.linkedin.com/in/smita-samal-38898026/

ABOUT ME

A multi-skilled professional with 9+ years of experience in end to end recruitment/TalentAcquisition/Account Mgmt./Client Servicing and HR Operations/Admin.

EDUCATION

B.A. (Bachelors in Arts), Utkal University, Bhubaneswar

2006

- Experience in Talent Acquisition/Vendor management/Client management/Client handling/ Account manager
- Experience includes Full recruitment life cycle with sound expertise in contract staffing and permanent staffing
- Expertise in Recruitment, Resourcing, and Staffing solutions with exposure in IT requirements
- Develop, evolve and maintain effective relationships with candidates and senior level management
- A detail-oriented, well organized coordinator, contingency planner and resourceful team player

Adecco - Bangalore, India OCTOBER 2022 - PRESENT
Talent Acquisition/ Vendor management/Client management/Client handling

- Coordinated with business units for demands and understanding the core requirement and budget.
- Participated multiple time in Drive/walk-in interviews coordination
- Working closely with client for demand fulfillment by identifying resources, scheduling interviews and tracking resource's allocation till onboarding.
- Individually handled End to End Recruitment, right from sourcing, screening, short listing, scheduling, interview follow-ups, closures & joining of candidates.
- Gathering Client requirements & analyzing the requirements.
- Interacting with the client and taking the requirements.
- Sourcing the profile according to the client's requirement through various available channels like portal, database, references, headhunting, job posting on the popular portals, etc.
- Screening & segregation of profiles to suit the project's requirements.
- Tele-interviewing the candidates initially to check their communication skills, technical skills and interest level.
- Uploading profiles in vendor portals(Field Glass Portal for more than 6-8 months Approx).
- I have been recruiting contractual and permanent professionals across various. levels in several streams.

DynPro India Pvt.Ltd OCTOBER 2021 - OCTOBER 2022
Recruitment/Business Development Manager

Client: SONY, Analog, Harman

- Responsible for full cycle recruiting (screening resumes, interviewing, negotiating for offers) and Vendor Management.
- Managing customer centric operations, providing best suited solutions and ensuring satisfaction by achieving delivery & service quality norms along with exceptional customer experience.
- Handling End to End recruitment .
- Managing big Enterprise Accounts and teams for the required reqs or mandates and have been involved into both training and development of the team members.
- Placement ratio being excellent as appreciated by supervisor and colleagues.
- Self-motivated, strong leadership qualities with emphasis on team building, good communication skills and personal rapport.
- Completely involving into business management and sales for industrial clients like SONY, Harman, Analog etc.
- Interact with client Technical teams to get a better understanding of any requirements.
- Responsible for managing existing Client relationships.
- Client interactions with the client managers to generate technical and behavioral Inputs for the requirements.
- Ability to understand and anticipate Clients existing and future Requirements and Make strategies related to the same.
- Responsible for generating More Business and Delivering on the same to increase the Market Penetration.
- People Management: Handling a Team comprising of 11 recruiter's, 2 CRE, & 2Team Leads .
- Requirements gathering and Analysis - Handling and Supporting the Delivery team in requirement Analysis and making action plans to meet service level agreements.
- Managing customer service operations, from requirements gathering to Closing the requirement and provide the on boarding the contractual resource for smooth Business Process. Also, ensuring customer delight by achieving delivery & quality service quality in the shortest possible time.

RMZ Corp - Bangalore, India SEPTEMBER 2018 - JULY 2020
Customer Success Manager

- Communicating with customers, making outbound calls to potential customers, and following up on leads.
- Handling End to End recruitment.
- Responsible for full cycle recruiting (screening resumes, interviewing, negotiating for offers) and Vendor Managment.
- Researching and qualifying new leads.
- Understanding customer needs and requirements.
- Compiling and updating employee records (hard and soft copies)
- Upselling products and services.
- End to End Vendors team , process monitoring & management (Swiggy, Rentomozo, Yulu, Uber, Dunzo)
- Creating and maintaining a database of current and potential customers.

Smarten Spaces Pte. Ltd - Bangalore, India AUGUST 2017 - SEPTEMBER 2018
Customer Escalation Manager

Smarten Spaces is a Singapore headquartered organization working in the domain of Smart Buildings. It uses latest IoT and AI based technologies to optimize the cost and increase efficiency of any space and improve the user experience. It has a user app SpazeBud which enables user to use the smart features of a business park

- Building positive relationships with customers Identifying opportunities for greater profits Understand customer needs.
- Responsible for maintaining customer relations - handling any complaints, reviews, suggestions
- Increased customer satisfaction rate from 78% to 95% by responding quickly to customer needs and developing relationships with the customer.
- Identifying, analyzing, and initiating the escalation process in an organization based on the escalation criteria specified by the organization
- Linking the escalation task with incident problem records, identifying suitable service provider contacts, and finding the appropriate customer management services qualified for the task
- Coordinating with the customers for developing an escalation management plan as per their requirements, adding additional resources for escalation process if required, and developing a detailed technical plan accordingly
- Updating and maintaining escalation process records at each stage, updating the same in management data, and reviewing and adjusting the escalation process accordingly
- Assuring the team's availability if the problem arises during the monitoring period, closing the escalation process once the monitoring period is completed successfully
- Effectively communicated with other team members and directed calls to appropriate individuals when other arrangements needed to be made on the spot.

Xoxoday NOVEMBER 2016 - JULY
Concept Manager

Xoxoday is a Rewards and Recognition Enterprise platform. It also has created a marketplace for experiences and activities and sells them via website (www.xoxoday.com) and Mobile App (Xoxoday).

- Sales Enablement (prospect research, demand generation campaign planning & execution, lead validation, lead nurture)
- Demand generation (B2B - Domestic Market)
- Geo coverage - Pan India
- Dealing with XOXO product lines (Rewards & Recognition, Customer Experience with Tier -1 corporate HRs. CXOs, Head of Departments)
- Involved in demand process conceptualization & mapping
- Involved in demand process conceptualization & mapping
- Demand generation campaign execution through emails/call channels
- Reporting on CRM tool (VTiger)

Get Ahead Education Limited (Venture of IFIM B School) FEBRUARY 2016 - NOVEMBER 2016
Sales Coordinator Administration / Sales / Support

Get Ahead Education Limited (GAEL) was established in Pune in 1995 primarily for online and overseas programmes of high brand value and impact.

- End to end admission procedure including counseling for distance learning PGDM programme conducted by IFIM B-School
- Handling enquires via emails, calls & walk-ins also addressing online enquiries
- Administered several marketing campaigns/workshops to promote courses
- Business Development & Marketing Campaigns
- Planned and monitored the creations of various marketing brochures and collaterals Event Organization and Strategy
- Co coordinated training for field sales & marketing executives on the various campaigns

HP India, Bangalore JULY - DECEMBER 10
Senior Process Associate

Responsibilities - Admin/ Back End Process Support / Customer Support & Relation

- Part of the HP APAC Vendor Payable process support team
- Corresponded with clients, suppliers, vendors, affiliated companies, via, email-fax-phone.
- Supported vendor payable process for APAC & India
- Handled a team of 5 associates
- Managed, monitored and trained process associates on the vendor payable process
- Customer support, feedback and customer relation
- Exceptional customer service orientation, with a passion for teamwork

Systems Domain Pvt. Ltd, Bangalore APRIL 09 - JULY 10
Centre Coordinator/Admin

Responsibilities - Admin/ Customer Service/Business Development & Marketing Campaigns / Event Organization and Strategy

- Counseling of students for various courses conducted by Sikkim Manipal University & Systems Domain
- Arranged in-house meetings/classes, including; facility set up, catering needs, technical requirements
- Managed and monitored student enrollments, admissions and readmissions
- Acquired accurate information for the students and following up to ensure
- Documented events and outlined procedures
- Successfully resolved customers' difficulties and efficiently handled complaints
- Business Development & Marketing Campaigns
- Administered several marketing campaigns to promote courses.
- Created direct-mail marketing campaign.
- Planned and monitored the creations of various marketing brochures and collaterals. Event Organization and Strategy
- Ability to multi-task and liaise between different factions i.e./ hired staff, committees, resources for various internal and external events.
- Exceptional planning and organizational skills, with an ability to systematize competing priorities
- Used the Internet as a research tool and followed up via fax, phone, email, online chat/conferences delegate workload while ensuring quality control.

Reliance Telecom Limited. , Bhubaneswar NOVEMBER 05 - DECEMBER 07
Customer Support Executive

Responsibilities - Customer Service/Business Development & Marketing Campaigns

- Coordinated centre activities
- Effectively resolved customers' queries and issues and adeptly handled complaints
- Prepared various marketing plans and campaigns for promotion of various products
- Investigated and documented response for customer inquiries and also provided escalations to concerned supervisor for technical issues
- Provided the highest level of customer satisfaction
- Liaised with other departments to ensure customer expectations were met
- Co coordinated training for field sales & marketing executives on the various campaigns