

# Nikita Pawar

Talent Acquisition Partner

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## Languages

Punjabi

English

## About

- I have completed my Bachelor's degree in Commerce specialization in Accounts.
- Have over 10 years of experience in Customer Service field and over 2 years of experience in US staffing field.
- Experience in Team handling and Team management, during experience with Idea cellular and Mphasis Ltd work as Quality Auditor and Handling Team as Team Leader.
- Good with Customer service and customer satisfaction.
- Awarded with Good Quality certificate, customer satisfaction, Productivity related and monthly and quarterly performance certification for Customer satisfaction.
- Experience to give training to new team member and taking product and process training.
- Preparing presentation.
- Experience Home Backer.

### BRANDS WORKED WITH

Bhumi Scientific Glass Works

Golden Tobacco Ltd

Idea Cellular Ltd.

Integrated Resources Inc

Ishwar Financial Services

LANCESOFT INC

Mphasis Ltd (Airtel Process)

Prokachers India Pvt Ltd

Reliance Communication Ltd

## Experience

### ● Senior Associate, US Staffing

LANCESOFT INC | Apr 2023 - Sep 2023

- Recruiting all type of manufacturing professionals.
- Utilized skills and experience for direct staffing.
- The primary focus is on Manufacturing and pharmaceutical positions.
- Learning Team Management and team handling with support of Team Leader and Direct Manager.

### ● Sr. Talent Acquisition Partner

Prokachers India Pvt Ltd | Oct 2022 - Mar 2023

- Recruiting for Healthcare and Clinical Industries.
- Utilizing Candidate Skills and Experience for direct Hiring.
- The Primary Focus on Healthcare positions (RN Nurse, CAN, LPN etc....)

### ● Sr. Recruiter

Integrated Resources Inc | Jun 2022 - Sep 2022

- Recruiting for Life science, Manufacturing, Pharmaceutical and Healthcare professionals.
- Utilized skills and experience for direct staffing.
- The Primary Focus is on Healthcare and Manufacturing position.

### ● Recruiter

LANCESOFT INC | Jan 2021 - Jun 2022

- Recruiting all type of manufacturing professionals.
- Utilized skills and experience for direct staffing.
- The primary focus is on Manufacturing and pharmaceutical positions.
- Responsible for the full life cycle of recruiting mid to senior lever professionals for contract, contract to perm, and direct hire position.

### ● Executive (HR Department)

Bhumi Scientific Glass Works | Mar 2019 - Nov 2020

- Clear all Cheque payment
- Workers and employees register entry and exit.
- Make Monthly payment of employees.
- Make all kind of reports.
- Answers Phone calls.

## ● Quality Associate

Idea Cellular Ltd. | Feb 2015 - Dec 2018

- Working as Service Delivery SPOC & managing various service partners mentioned below.
- Service Partners
- Minces
- Concentrix
- Cogent
- Tech Mahindra Ltd Handled LOBs (Audits)
- Customer Service
- S&M
- Inbound
- Outbound
- Responsible to drive the service partners to achieve better Quality and improve overall service performance &
- accountable for Quality transaction monitoring.
- Also, responsible to work with operations team to improve overall service performance & revenue.
- Become part of project with Inbound partner to improve ICF & FCR & Effective Data Complaint Handling.
- Worked as Quality Associate from 24th February 2015 to 31st December 2018.
- To ensure hygiene and ethics (Quality standards) on the floor at service partner end.
- Giving valuable inputs and observation for Core campaigns like S&M, Retention & Service etc. based on audit
- observations.
- Communicates audit progress and findings by preparing reports and analysis.
- Analysing and initiating corrective action at Service Partner to enhance the customer experience
- Maintaining Quality MIS.

## ● Quality Analyst

Mphasis Ltd (Airtel Process) | Dec 2012 - Feb 2015

- Call Audits and feedback to check compliance as per Quality Specification.
- Updating & publishing daily log sheet and weekly dash board (IQ report).
- Daily Audit Recorded/Live/SBS Calls as per an audit.
- Responsible for conducting Call Calibration along with flashing the report.
- An essential part of the change management system direct interaction with the clients for any process change.

## ● Senior Customer Support Officer

Mphasis Ltd (Airtel Process) | Jul 2010 - Nov 2012

- Professionally Outcall to Customer as assigned for utility Company.
- Effectively Scheduled Service appointment for current customers in a proficient and courteous manner.
- Managed follow up calls to customer in timely manner.
- Served as front line representative and provide excellent customer service delivery as part of the fast-paced Inbound Call Centre.
- Excelled at 'out-of-the-box thinking' to resolve customer issue.

## ● Accounts Executive

Ishwar Financial Services | Jan 2010 - Jul 2010

- Managing Accounting data
- Data entry for all SIP and other Documents.
- Handling Mutual fund related document.
- Solved Mutual fund and investment related customer query.

## ● Admin Executive

Golden Tobacco Ltd | Nov 2008 - Nov 2009

- Handling office and Factory
- Supervise worker.
- Dispatch courier
- Dispatch Materials.
- Making Reports and give information dispatch report to client.

- **Customer service representative**

Reliance Communication Ltd | Jul 2007 - Sep 2008

- Maintain the balance between the interest of company and customer satisfaction.
- Up sell Company product and service to Customer and meet target sales Conversation.
- Route technical queries to designed Channels for proper resolution of service and equipment issue.
- Meet performance targets in all area such as speed, accuracy, volume, customer satisfaction.

## **Education & Training**

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2006 - 2007 ● **Maharaja Sayajirao University**

Diploma of Management,

2003 - 2006 ● **Maharaja Sayajirao University**

Bachelor Degree in Commerce form,