

# Niketa Parmar

HR GENERALIST

## Contact

### Address

Vadodara, India, 390016

### Phone

+91 9764552620

### E-mail

shendge.niketa78@gmail.com

### LinkedIn

<https://www.linkedin.com/in/niketa-parmar-8a04588a>

## Skills

Recruitment / HR Management

Excellent

Employee Evaluation

Very Good

Client Service

Excellent

Training and Development

Very Good

Planning and Coordination

Excellent

Multitasking Abilities

- Dedicated professional with 8.5 years history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.
- Enthusiastic Team Leader eager to contribute to team success through hard work, attention to detail and excellent organizational skills.
- Motivated to learn, grow and excel in the Industry.

## Work History

2023-03 –  
Current

### Senior Corporate HR *Rigel Networks*

- Develop job descriptions and specifications.
- Source, screen, and interview candidates.
- Manage the hiring process and onboarding of new employees.
- Address employee concerns and conflicts.
- Foster a positive workplace culture.
- Implement programs to enhance employee engagement.
- Provide support to managers on performance issues. Identify training needs and create development programs.
- Organize training sessions, workshops, and mentorship opportunities.
- Develop and manage compensation structures.
- Administer employee benefits programs.
- Conduct salary surveys and market analysis.
- Develop and update HR policies and employee handbooks.
- Implement succession planning initiatives.
- Promote workplace safety and wellness programs.
- Address employee health concerns and initiatives.
- Develop and promote diversity and inclusion programs.

Very Good

Candidate Sourcing /  
Interview



Excellent

Interpersonal  
Communication



Excellent

Good Telephone Etiquette



Very Good

Office administration



Very Good

Process optimization



Very Good

Scheduling



Very Good

Relationship building



Very Good

Business administration



Very Good

Time management



Excellent

Team Bonding



Very Good

Campaign organization



Very Good

Problem-Solving



- Manage HR data and employee records.
- Utilize technology to streamline HR processes.
- Generate reports and analytics for decision-making.
- Foster a culture of continuous improvement

2022-07 –  
2022-12

## Team Leader – Recruitment (I.T)

### *Techtory LLP*

- Managing, consolidating, and growing your client base
- Negotiating and agreeing on hiring plans with your clients
- Running push-and-pull recruitment processes
- Managing interviews, assessments, and shortlist selection
- Coaching and mentoring junior team members
- Assisting with Company's marketing efforts
- Agreeing on a recruitment mandate with the organization
- Searching for and approaching suitable candidates
- Running job ads to attract applicants
- Managing the interview, assessment, and shortlisting processes
- Maintaining a lead database
- Coaching and mentoring junior Recruiters
- Selling and marketing

2022-01 –  
2022-06

## Client Manager - Recruitment

### *WaaysLive Solutions (I.T & Non I.T)*

- Managed a portfolio of 20+ key client accounts, resulting in a 30% increase in annual revenue.

Very Good

Flexible and Adaptable



Very Good

End to End Recruitment



Very Good

Payroll



Very Good

## Software

Applicant Tracking Software



Very Good

Zoho Books



Excellent

Microsoft Excel



Very Good

Microsoft PowerPoint



Very Good

HTML



Good

Basic C



Good

Google workspace



Very Good

- Developed and executed tailored recruitment strategies for clients, resulting in a 15% reduction in time-to-fill for open positions.
- Conducted regular client meetings, addressing feedback and ensuring high satisfaction levels.
- Collaborated with the recruitment team to source, screen, and present top-tier candidates to clients.
- Generated specific candidate pool for career opportunities through strategic placement of advertisements, evaluation of applicant credentials, and conducting initial interviews and pre-screening assessments.
- Maintained filing system of current, prospective and future positions.
- Operated and maintained applicant tracking and candidate management systems.
- Cultivated in-depth understanding of the industry trends and hiring desires.
- Evaluated strengths and weaknesses of candidates through effective screening processes.
- Developed recruiting strategies to identify qualified candidates and build network.
- Verified applicant references and employment details.
- Assisted senior management with making key decisions by developing and submitting performance and compensation reports with status updates and improvement recommendations.
- Provided guidance and consultation to district managers to identify strategies to meet short and long-term business needs.

2018-01 -  
2021-08

## HR and Administration

### *Quadbitz Technologies (I.T)*

- Building and maintaining strong client relationships with a portfolio of clients.

Wordpress



Very Good

Canva



Very Good

## Languages

English



Excellent

Hindi



Excellent

Marathi



Excellent

Gujarati



Good

- Conducting client needs assessments, understanding their hiring requirements, and strategizing recruitment solutions.
- Collaborating with the recruitment team to source, screen, and present top-quality candidates to clients.
- Successfully placing maximum candidates in key positions within IT services clients.
- Managing candidate-client communication, facilitating interviews, and providing feedback to both parties.
- Growing client accounts through upselling additional recruitment services.
- Providing valuable insights on market trends and industry-specific hiring strategies to clients.
- Negotiating and finalizing contracts, fees, and service agreements with clients.

2016-04 -  
2017-12

## HR and Administration Manager

### *Seal India Pvt Ltd*

- Communicated corporate objectives across divisions through regular correspondence and scheduled status updates.
- Established and developed strong administrative team by delivering ongoing coaching and motivation and fostering career advancement.
- Established workflow processes, monitored daily productivity and implemented modifications to improve overall performance of personnel.
- Assigned tasks and directed team of office clerks.
- Monitored and evaluated personnel performance to complete annual reviews, recommend advancement or address productivity concerns.
- Trained employees in company and regulatory compliance requirements to promote conformance.
- Planned, created, tested, and deployed system life cycle methodology to produce high quality systems to meet and exceed customer expectations.

- Coordinated all companies, business executives and site leadership teams by interacting effectively and establishing communication best practices.
- Cultivated positive rapport with fellow employees to boost company morale and promote employee retention.
- Developed detailed plans based on broad guidance and direction.
- Defined clear targets and objectives and communicated to other team members.

2015-01 -  
2016-03

## **Team Leader**

### ***Club Mahindra***

- Mentored and guided employees to foster proper completion of assigned duties.
- Built strong relationships with customers through positive attitude and attentive response.
- Coached team members in customer service techniques, providing feedback and encouragement toward reaching sales goals.
- Partnered with managers to identify and capitalize on sales trends and brand initiatives.
- Cross-trained and provided back up for customer service managers.
- Provided constructive criticism regarding quality assurance on collections team phone calls.
- Implemented new working processes to deliver multiple improvements.
- Led team of 15 members while providing exceptional customer service.
- Demonstrated knowledge of company mission and goals and mentored employees in reaching objectives aligned with company core values.
- Established open and professional relationships with team members to achieve quick resolutions for various issues.

- Facilitated training for associates through daily coaching and regular performance appraisals.
- Assisted with new hire processing and existing training programs.

2013-09 -  
2014-12

## **MRD Executive**

### ***Club Mahindra***

- Leveraged CRM database to manage customer data, log calls and other activities and generate reporting to deliver actionable insights and develop sales pipeline.
- Handled approximately 80 inbound and outbound call requests per day to provide existing customers with answers to questions and schedule appointments.
- Sourced and pre-qualified leads and identified new business opportunities by dialing 60 daily outbound calls to build partnerships and achieve sales quota.
- Completed daily cold calling and outreach to build sales pipeline.
- Handled high-volume telemarketing operations with expert use of client management software and computer dialing.
- Answered questions about company offerings with knowledgeable responses about products and services.
- Trained and mentored new telemarketers on best practices, communication strategies and performance standards.
- Exceeded goals through effective task prioritization and great work ethic.

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## **Education**

**Bachelor Of Engineering: Information  
Technology**

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## **Accomplishments**

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- Supervised team of 15 staff members.
- Achieved organisational goals by completing given tasks with accuracy and efficiency.
- Organized numerous workshop and seminars for different organisations.

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## **Interests**

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Painting, Crafting, Reading, Music, Traveling