



KARTHIK DANIEL



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PROFILE

A Highly stimulated and professional individual with over 5+ years of experience in IT, data research and analysis and talent acquisition. Seeking a challenging position, which effectively utilizes my skills, apply my knowledge and work dynamically towards the growth of an organization, leading to personal and professional growth.

SKILLS

ORACLE & CRM
CISCO admin
Data Research
Audit
Recruitment/ Talent acquisition
Customer Service
Administration
MS Excel

WORK EXPERIENCE

Recruiter/Verification Analyst

HIRERIGHT- 2022 | 24

- Have excellent experience in research information and follow up with source for background verification of applicants like schools/employer/US Army/Police Department, (US & Canada) clients.
- Handling EOD and Audit reports
- Generating weekly report of verification and sending to client/internal team
- Maintaining service level and AHT
- Prepare, complies and sorts documents for data capture, verifies and logs receipt of data,
- Identify the information from email and documents and extract the same
- Fix issues with data files as per the guidelines.
- Ensure adherence to regulatory requirements, industry standards and internal policies governing data management and privacy.
- Identifying limitations associated with data source. Mitigating through validation, documentation and communicating uncertainties.
- Upholding ethical standards and integrity, ensuring confidentiality, transparency in analysis and reporting process.
- Specialized in sourcing, screening and hiring talents within industry. Leveraging my expertise in recruitment strategies, candidate assessment and relationship management.
- Conducting thorough screening and assessments
- Manage offer negotiations between candidate and clients.
- Write job postings to attract qualified candidates to open positions
- Proficiency in using ATS, job portals and recruitment tools.

WORK EXPERIENCE

Process Associate

HERBALIFE NUTRITION- 2019 | 22

- Hands on experience working on CRM as user to support the projects like (eStore, Marketing & Customer services)
- Teaching new executives about process and help them in solving problems
- Following up with customers in related to their complaints and resolving with a effective solution
- Maintaining records of credit/debit of customer accounts
- Training new executives about the internal process
- Handling calls and emails/chat of level 2 complaints.
- Inbound & outbound calls as per company's requirements
- Educating customers about their business enhancement and handling payments
- Educating information about FSSAI and other related docs

EDUCATION

B.Com - NIILM University (2014)

PERSONAL INFORMATION

Date of Birth - 19/04/1991

Marital Status - Single

Status - Immediate Joinee

AREA OF INTERESTS

Human Resource
Data Research/Analyst
Admin/Coordinator
Recruitment/Talent acquisition

WORK EXPERIENCE

CSE Customer Support Executive BIGBASKET- 2015 | 18

- Good experience in CRM to support the Customers
- Respond promptly to customer inquiries, complaints and requests via calls, emails and chat. Provide accurate information, guidance and solutions to address customers needs and concerns effectively.
- Troubleshoot and resolve customer issues or technical problems by identifying root cause, escalating complex issues as necessary and follow up done to ensure timely resolution and customer satisfaction.
- Build rapport and established positive relationships with customers through active listening, empathy and professionalism.
- Maintain accurate records of customer interactions, inquiries and resolutions in the customer relationship management (CRM) system.
- Generate reports to track, identify areas of improvement and measure customer satisfaction metrics.
- Training and knowledge sharing with team and staying updated

WORK EXPERIENCE

Store Associate

GE INDIA PVT LTD - 2012 | 13

As a store associate, I was dedicated to providing exceptional customer service with focus on attention to detail and teamwork, contributing to success and upholding operational standards

WORK EXPERIENCE

Supervisor

JINDAL STEELS - 2011 | 12

- Assigning tasks and responsibilities to team, provide guidance and foster a positive work environment and promote a positive culture of accountability.
- Provide Open Order Status & Reports as requested, work with factory to expedite orders.
- Assist in preparing price list and organize documents received by suppliers at time of purchase order submission or delivery of goods.
- Coordination with Supplies and Logistics Department to ensure that all materials are available well before task is planned so that maintenance is not compromised.
- Coordinate daily procurement activities and logistics. Review product availability and/or pricing information with suppliers

DECLARATION

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

Karthik Daniel