



SHARATH P

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SUMMARY

Results-driven HR and Marketing Executive with a strong background in HR services and Ecommerce industry including employee data management, managing HR records monitoring eCom Operations across stores. I would like to build a Career making the best use of my skills to perform the job efficiently. I'm hardworking, adaptable, proficient in problem-solving and responsible with co-operation and have in depth knowledge in HR and Marketing.

KEY SKILLS

- Process Improvement Strategies
- Employee Record Management
- Conflict Management
- Communication & Interpersonal Skills
- Team Collaboration
- Reporting and Documentation
- Time Management
- Attention to detail
- Problem Solving
- Data Analysis and processing
- Decision-Making & Analytical Thinking

WORK EXPERIENCE

HR Executive, EXL Services, Bangalore

Nov 2023 – Present

- Managing end to end employee operations
- Processing employee queries related to work, enhancing customer understanding and decision-making
- Maintain HR data in HRIS including updating organizational changes, job titles and salary increase
- Handling job fairs by screening resumes, conducting assessments and scheduling interviews.
- Resolved employee issues and complaints within the agreed turnaround time (TAT), maintaining employee satisfaction.
- Handling employee queries related to work and making sure all the tickets are processed before the SLA breaches
- Communication with employees through various channels like outlook, Microsoft Teams

Internship

Associate HR and Marketing HR, PS Global Technologies (Dubai)

Duration: 2 Months

Description: IT Recruitment and A comprehensive study on work-life balance

Organization Study

JB GROUP OF CONSTRUCTIONS

Duration: 1 Month

Description: A study on the Mc Kinsey 7's Model and SWOC Analysis in the Organization.

EDUCATION & PROFESSIONAL QUALIFICATION

Master of Business Administration (MBA) in HR and Marketing

Nitte Meenakshi Institute of Technology, Bangalore

(2021-2023)

Bachelor of Science (BSc)

Government College Kasargod, Kannur University

(2017-2020)

CERTIFICATIONS

Getting Started with Interview Preparations

Digital Marketing

ADDITIONAL INFORMATION

HR Software: SuccessFactors, ServiceNow, SAP, Darwinbox and CRM tool Zoho

Productivity Tools: MS Office Suite (MS Word, MS Excel, MS PowerPoint, Outlook)

Languages Known: English, Hindi, Malayalam, Kannada, Tamil

REFERENCES

- Susan Diana (Senior Human Resources Manager)
EXL Services, Bangalore
Phone: +91 9980566443
- Subhajith Sen (Assistant Manager)
EXL Services, Bangalore
Phone: +91 8282915908

DECLARATION

I hereby declare that the above-mentioned statement is correct and true to the best of my knowledge and belief.

Sharath P