Jubila Fernando

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# OBJECTIVE

Human Resource Officer/Executive with 5+ years of experience assisting and fulfilling Organization staffing needs and requirements. Aiming to use dynamic communication and organizational skills to achieve HR initiatives. Possess a PGD in Human Resource & Administration and also hold a professional certificate in Human Resource.

# Skills, Core Competencies & Strengths

* Communication
* Teamwork Management
* Time Management
* Leadership
* Sourcing
* Knowledge of research tools
* HRIS

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| **Course** | **Specialization** | **College / University** | **Passed in** | |
|  | **Month** | **Year** |
| Post Graduate Diploma | Human Resource &Administration | Tata Institute of Social Science | February | 2020 |
| B.Com | Accounts/Economic | St. Gonsalo Garcia College  [Mumbai University] | April | 2002 |
| H.S.C | Commerce | Lokmanya Junior College [Mumbai Board] | March | 1999 |
| S.S.C | Science/Maths | St. Aloysius High School [Mumbai Board] | March | 1997 |

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| **Institute** | **Course** | **Year** |
| Boston Computer Institute | MUST (MS OFFICE & INTERNET) | 2002 |
| METIER HUMAN RESOURCE SERVICE | ADVANCE DIPLOMA IN HUMAN RESOURCE GENERALIST FUNCTION | 2013 |
| PRYM ENTERPRISE | SAP - HCM | 2013 |

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| **Employer Information** | | | |
| **Name of the Employer** | **Period** | | **Designation** |
| **From** | **To** |
| **Schoolguru – Teamlease Group of Company** | **Sept 2019** | **Feb 2020** | **HR Executive - Intern** |
| **Beta Consultancy HR Services Pvt. Ltd.** | **March 2014** | **May 2018** | **Human Resource Officer** |
| **Matrixx Consultancy** | **April 2013** | **June 2013** | **Senior Human Resource Consultant** |
| **BA Continuum India Pvt. Ltd.** | **November 2007** | **December 2012** | **Senior Associate** |
| **Sitel India Pvt Ltd.** | **August 2006** | **November 2007** | **Customer Service Representative** |
| **Kankei Marketing Service Pvt. Ltd.** | **September 2004** | **June 2006** | **Customer Service Representative** |

**CAREER FEATURES**

**Sept 2019 to Feb 2020**

**Schoolguru (Teamlease group of company)**

**Designation: Human Resource Executive - Internship**

Recruitment: Responsible for new Tie ups & Vendor Management for acquiring talent. Job Posting and shortlisting resumes from portals like LinkedIn, IIM jobs, Naukri, Indeed, Wisdomjob, etc.

Lining up candidates for interview – Personal, Video call, etc.

Preparing and Sending Induction, Birthday Mailers.

Sorting & Managing Employee documents folder online

Preparing and Issuing Offer letter, Appointment letter, Increment letter, Relieving & Experience letter.

Preparing Presentation slides on HR policies & Procedure

Updating Statutory record

Assisting in Rewards & Recognition activities

**March 2014 to May 2018**

**Beta Consultancy HR services Pvt. Ltd**

**Designation: HUMAN RESOURCE OFFICER**

HR Role and Responsibilities

**Recruitment**:

Sourcing resumes through portals like Naukri, monster and LinkedIn. Publishing advertisement in Newspaper, online.

Job posting in portals, Managing incoming application.

Developing talent pool, Employee screening, Telephonic interview and Personal Interview, Shortlisting candidates. Making Appointments. Verification of documents/Reference check/

**Induction & Joining Formalities:**

Collect the required documents from candidates.

Provide company information to the new joinees related to their roles/designation and about their probation period.

Issuing Letters: Intent to offer, Appointment.

Induction, Introductory email, ID card.

**Confirmation Formalities:**

Following up with Departmental Managers and Head of Operation regarding employee performance. Generating Confirmation Report and Issuing Confirmation Letters to employees.

**Attendance, Leave Management and Salary Administration:**

Updating HRIS. Generating Salary Report, Co-ordinating with Finance Department for monthly payroll system, providing new joinee details for salary account, unpaid leave, etc.

**Performance Appraisal:**

Assist in Performance Review process, collect employee database through HRIS and to map against the benchmark/Key Result Area/Goals set for the employees. Co-ordinate with Departmental Managers and Head of Operation to prepare and maintain the Annual Appraisal data. Generate and issue Promotion and Re-designation letter.

**Full¬ & Final Settlement and Exit Process:**

Conducting exit interview process for employees.

Taking care of handover formalities.

Coordinate & manage the Full & Final Settlement with the help of finance division and sending circular to other departments at the time of relieving an employee. Issue Experience and Relieving letter.

**HR Policies, Procedures, & Processes:**

To act as a mediator between HR department and employees. To update the employees about the policy and procedure like leave policy, behavioural policy, transportation, allowances, etc. To conduct surveys, Circulate new policy updates via email.

Co-ordinate with IT department to update the Staff Manual serve.

**HR/Administration:**

Maintain & Update the Daily/Monthly MIS report, HR files (Salary Report, Daily Punching data, Timecard, etc.) Maintaining Employee Personal file, preparing all HR letters and certificates etc.

**STATUTORY COMPLIANCES:**

Maintaining registers as per Bombay Shop and Establishment Act and Labour Law.

EPF Formalities (Withdrawal, Transfer & Advance. Maintaining documents as per UAN compliances, Uploading data in UAN employer website.

**April 2013 till June 2013**

**Matrixx Consultancy**

**Designation: Senior Human Resource Consultant (on job training for 2 months)**

Responsible for all middle & senior management profile

• Interacting with clients to understand Manpower Requirements  
• Sourcing the matching resume on Monster.com, timesjobs.com, naukri.com, shine.com, internet posting, networking sites, references and internal database according to the requirement of Company.  
• Coordinating with client informing them about the venue of interview and taking feedback after the interview is completed.  
• Doing Mass Mailing, Job Posting, Head Hunting.  
• Initial screening and short-listing of the candidates to create a candidate-job match in terms of Skills, communication, Experience, Education  
• Once selected follow-up with the them to ensure joining.  
• Preparation of daily Call sheet, Candidate tracker and sending them to the manager.

**Nov’07 to Dec’12**

**Bank of America Continuum Pvt. Ltd.**

**Designation: Senior Process Associate**

* Handling US customer queries regarding Home Loan – EMI, etc.,
* Entrusted with the responsibility of scrutinizing scanned documents faxed, mailed or emailed by the customer for processing the request to update Demographic details, Re-scheduling the EMI and closing of loans etc.
* Drafting letters/emails to customers and conducting research assignments.

Conducting audits on a Weekly basis and coaching associates accordingly.

Conducting process training on weekly basis

**Aug’06 to Nov’07**

**Sitel India Limited**

**Customer Service Representative**

* Demonstrated capabilities in handling the operations in the Transaction Based Process in CPIP (Collateral Protection Insurance Policy) for General Motors Acceptance Corporation, U.S.A.
* Handled activities pertaining to:
* Cancellation and renewal of the insurance policies of the customer
* Transactions for live accounts of customer with cancelled CPIP

**Sep’04 to May’06**

**Kankei Marketing Service Pvt. Ltd.**

**Designation: Customer Care Executive**

* Primary efforts towards:
* Resolving inbound queries.
* Submitting statements of prepaid cards to customers through email on request.
* Prepared & MIS Reports (Daily Call Report, SLA Reports, Call Trend Analysis Report, Call Analysis Report).
* Actively involved in coordination with client (I\_Pay Clearing).

**Personal Details:**

Languages : English, Hindi, Marathi, Tamil

Address : 101/A, Mansi Regency CHS, IC Colony, Borivali west - 400103