



## **SURBHI DHEER**

### **HUMAN RESOURCES PROFFESIONAL**

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DOB : 07<sup>th</sup> April 1994

Address: E-D-1-595, L.D.A Colony, Parag dairy, Lucknow, Uttar Pradesh

Languages:- Hindi & English

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**Career Objective:** - A self-motivated Human Resource Professional having overall more than 8 Years of experience as an Administrative Professional and Human Resource Manager. Focused, Confident and Quick Learner. Keen to learn New things.

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### **Professional Experience**

AK Infra & Reality Developers Pvt. Ltd 📍 (Lucknow)


Human Resource Manager







📅 01<sup>st</sup> December 2018 to Current

- ✚ Bridging management and employee relations by addressing demands, grievances or other issues.
- ✚ Managing the recruitment and selection process .
- ✚ Develop and monitor overall HR strategies, systems, and procedures across the organization.
- ✚ Maintaining HR records as MIS, staff documentation leave applications, out duty application
- ✚ Advertisement Activity
- ✚ Oversee daily operations of all employees.
- ✚ Take care of Exist Process of Employees.
- ✚ Handle confidential matters with discretion
- ✚ Employees reimbursement
- ✚ Maintain Inventory, Master Report, Bookings, Payment records & all the CRM activities.
- ✚ Assisting in legal compliances.
- ✚ Manage Training & Induction part.
- ✚ Handling Transfers of Employee , Vendors & Clients Etc.

**CSD Educational Institute / Tutorial 📍 (Lucknow)**


## **HR/ Admin**










 **15<sup>th</sup> February 2017 to 30<sup>th</sup> November 2018**

-  Center Management
-  Managing the recruitment, selection process, onboarding process and exit process.
-  Maintain and enhance employee benefits programs, including compensation, health insurance, expenses, vacation, and other personnel packages
-  Assisting with the performance management and review process.
-  Attendance & Salary Process.
-  Ensures planning, monitoring, and appraisals.

## **Institute For Career Development (ICDL) ♡ (Lucknow)**

### **HR Administrative**









 **01<sup>st</sup> September 2015 to 14<sup>th</sup> February 2017**

-  Consulting with department managers over important organizational issues.
-  To assist and advise Company managers/directors on HR policy, practice, procedure and issues.
-  Maintain Employee records
-  Conduct Interview
-  Handling Employee Gradiences.
-  Payroll Management.
-  Recruitment & Selection process.
-  Handing Government project.
-  Counselling For Employee & Candidates.

## **Nokia Care (Aryans Communication) ♡ (Lucknow)**

### **Admin / Customer Care Officer**

 **1<sup>st</sup> May 2013 to 3<sup>rd</sup> March 2015**

-  Employee Management.
-  Conduct Employee Training / E Learnings.
-  Customer Service.
-  Get ENTRY LEVEL SCANING & attach ELS with the job sheet.
-  Prepare job sheet with proper details against the problem of the costumer with his /her device.
-  Check warranty details on NOL/ purchase bill.
-  HR Policies & System Design.
-  Claim Generation.

## **Denave India Pvt. Ltd.**

### **Sales Executive**

 **01<sup>st</sup> April 2012 to 30<sup>th</sup> March 2013**

- + Handing Customers on Front Desk.
- + Solve Their Queries.
- + Conducting market research to identify selling possibilities and evaluate customer needs.
- + Negotiate/close deals and handle complaints or objections.
- + Make Purchase Orders.

### **Qualifications**

- Pursuing LLB 3<sup>rd</sup> Semester from Lucknow University.
- MBA in Human Resources from Sikkim Manipal University.
- Completed Master Diploma in Computer Information Technology in May 2012 with Grade "A".
- Graduation - B.A from University of Lucknow.
- Intermediate & High school from ST. Ann's Inter college (affiliated to UP Board) UP, India.

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Date: - 11th December 2021

Place :- Lucknow

Surbhi Dheer