

Abhay Kumar Mishra

307, I Block, Amarprakash Palm Riviera,
Thirumudivakkam, Chennai. India.

7007550913

mishra.abhay0508@gmail.com

Summary

Accomplished and goal-driven professional with over 5 years of experience in Human Resource, Administrative Management, MIS & Customer Service. Seek opportunities to transform company practices into fresh, cost-effective solutions leading to more efficient operations. Self-motivating, Confident, Hard-Working, Quick learner, Comprehensive problem-solving abilities, Technology savvy, adept at moving into new environments and extrapolate from existing experience to quickly adapt to new technologies.

Experience

Associate Manager at IndusInd Bank Limited

(October 2020 – Present)

- Constantly Interacting & Advising Customer for further growth.
- Building and Sustaining Relationships with clients
- Formulation / Updation of Policy and SOP on Internal Accounts in line with regulatory needs.
- Quarterly review notes to the Management on Review and Controls around Internal Accounts
- Ensure quality customer service delivered and Enhancing the value of existing accounts
- Resolution of customer queries/complaints and Retention of existing portfolio

Cabin Crew at SpiceJet Limited

(February 2019 – July 2020)

- Responsible for executing safety and security procedures at the time of emergencies inflight.
- To work as a first-aider while inflight, and perform CPR and AED as and when needed.
- To provide excellent customer service to passengers while ensuring their comfort.
- Responsible to manage inflight sales activities.

Sr. HR Executive at A.N. Medical Systems (Samsung HME Distributor)

(August 2017 – September 2018)

HR Executive at A.N. Medical Systems (Samsung HME Distributor)

(March 2016 – August 2017)

- Started as HR executive then promoted to Sr. Executive (HR) in 18 months.
- Managed company organizational structure, Responsibilities and Staffing levels.
- Led new talent acquisition and recruitment processes for over 20 new FTE.
- Scheduled interviews for candidates across multiple roles.
- Managed and administered 100% of pre-employment assessments to prospective candidates.
- Administered company-wide compensation and benefit plans.
- Conducted employee onboarding and ensured all pre-employment forms were completed within 72 hours
- Worked with team members 1to1 in small groups to enhance performance and employee satisfaction.
- Helped organize over 1K hours of L&D initiatives.
- Collected feedback after final round interviews and put together comprehensive compensation packages for prospective hires.
- Entered new hire information into HRMS, recorded terminations and processed employee changes.

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- Created and posted job ads, scheduled interviews and managed pre-employment screenings and BGVs.
- Assisted managers in determining training needs and finding the best solutions to meet those needs.
- Created and posted job ads, scheduled interviews and managed pre-employment screenings and BGVs.

Education

Master of Business Administration Amity University, Noida	2019 - 2021
Bachelor of Commerce Rajat Degree College (Lucknow University)	2012 - 2015
Intermediate H.A.L. School Lucknow (CBSE Board)	2011
High-School H.A.L. School Lucknow (CBSE Board)	2009

Skills & Area of Expertise

- Application Software: Microsoft Office, HRMS, SAP B1, eCRM.
- Business process improvement.
- Benefits Planning & Administration
- Sense of responsibility and honest attitude towards job.
- Strategic Planning and negotiation.
- Problem-solving.

Interests

Listening Music, Dancing, Traveling, Cycling, Photography, Swimming, Cricket and Volleyball

Personal Details

Father's Name : Mr. Anil Kumar Mishra
Mother's Name : Mrs. Asha Mishra
Date of Birth : 05 Jan 1994
Language Proficiency : English, Hindi
Permanent Address : A-30 Dayal Estate, Faizabad Road, Chinhat. Lucknow. Uttar Pradesh, India

DECLARATION

I hereby declare that all the information given above is true and up to my knowledge.

(Abhay Kumar Mishra)