

ROHIT KUMAR SHARMA

**Aadarsh Nagar, Rawtapur Road Near Siddharth Palace, Neelmatha,
Lucknow (U.P.) Pin- 226002**



Contact Details

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OBJECTIVE

Successfully pursuing and advancing a career in the field of human resource management in well reputed learning organization, by making positive contribution towards the growth of the organization and good career advancement and learning side by side

Academic Records				
Educational Qualification	Qualification	Year	Board/Univ.	Institute/College
	B.COM (Graduate)	2009-2012	CSJM UNIVERSITY, KANPUR (UP)	DR. RAM MANOHAR LOHIA DEGREE COLLEGE, KALYANPUR, KANPUR NAGAR (UP)
	SENIOR SECONDARY	2008-2009	CBSE BOARD	KENDRIYA VIDYALAYA RRC FATEHGARH, FARRUKHABAD (UP)
	SECONDARY	2006-2007	CBSE BOARD	KENDRIYA VIDYALAYA RRC FATEHGARH, FARRUKHABAD (UP)
Additional qualification	Three months Basic Computer Course from Jawahar Computer Institute in 2007 and One month course of Microsoft Excel.			

Work Experience:-

- **Worked with Amartech Convergence India Pvt. Ltd. as a Senior Customer Care Executive from 20th May 2013 to 30th Sep 2014.**

Responsibilities:-

- Handling entire UPW calls for new connection televerification providing support to “Idea Cellular Limited (UPW)”.
- Maintaining record of Postpaid & Prepaid connection.
- Telephonic conversation to the Postpaid Customer for briefing their plans and benefits.
- Preparing MIS for Prepaid & Postpaid Customers.
- Conduct Training for new joiners and Co- ordination with the team.

- **Worked with Amartech Convergence India Pvt. Ltd. as a MIS Executive from 01st Oct 2014 to 30th Sep 2015.**

Responsibilities:-

- Handling MNP (Mobile Number Portability) process providing support to Idea Cellular Limited (UPW).
- Maintaining records of MNP numbers and preparing MIS Report.
- Preparing Prepaid & Postpaid Daily Hourly Report sapretaly and sharing with Process Head though outlook.
- Preparing Monthly Dashboards as well as Quartly Dashboard also.

- **Worked with Smartech BPO Pvt. Ltd. as a Team Leader from 01st Oct 2015 to 31st Jul 2016.**

Responsibilities:-

- Coordination with 35 to 40 Customer Care Executive as a Team proving support of “Aircel India Limited”.
- Preparing Attendance Roaster, Daily Reports, Monthly Report.
- Monitoring the attendance with the proper manpower required.
- Handling grievances of the employees and resolving their queries in order to enhance the satisfaction level of the employees.

- **Worked with GVK EMRI 108/102 Ambulance Service, as a HR Assistant from 01st Aug 2016 to 14th Jan 2019.**

Roles & Responsibilities:-

- Maintaining MIS, ID card Tracker, and Courier Tracker.
- Joining Formalities & Exit formalities for Support Staff or field staff.
- Conducting HR induction of all new joiners every week and managing other department induction schedule wise .
- Preparing saperatly files of new employees.
- Conducting induction of all new joiners every week.
- Generating ESIC number of the eployees with the help of ESIC Portal.
Handling grievances of the employees and resolving their queries in order to enhance the satisfaction level of the employees.
- Handling recruitment drives which involves mass hiring through news paper.
- Maintain Support Staff confirmation who have completed his/her probation period & prepare tracker.

Description of Employer:-

- GVK EMRI (Emergency Management and Research Institute) is a pioneer in Emergency Management Services in India. As a not – for – profit professional organization operating in the Public Private Partnership (PPP) mode, GVK EMRI is the largest professional Emergency Service Provider in India today.
- **Currently working with KHG Health Services Pvt. Ltd., as a HR Associate from 15th Jan 2019 to till date: -**
- Handling MMU (Mobile Medical Unit) Project under KHG Health Services Pvt. Ltd.
 - New Employees Joining Formalities of Exit Formalities like Staff Nurse, Lab Technician, Pharmacist, Pilot (Driver) & Medical Officer (Doctor).
 - All Employees daily or monthly attendance compilation.
 - Handling Office or Field Staff recruitment.
 - Handling grievances of the employees and resolving their queries in order to enhance the satisfaction level of the employees.
 - Maintain personal files of the employees.

Key skills: - MS Excel, MS Word, MS Power Point, Vlookup, Hlookup, Hyperlink, Pivot Table, Sumif, Countif, etc.

Skills: - Good communication skills, Zeal to learn, Dedicated and Responsible towards my work, Good Interpersonal and intrapersonal skills.

Strengths: - Sincere, Committed, Adaptability, Optimistic person.

Interest: - I am having a keen interest in HR practices like Recruitment Selection, Employee Engagement, Joining Formalities and Relieving Procedure.

Personal Details:-

Father's Name	:	Mr. Sunil Sharma
Mother's Name	:	Mrs. Usha Devi
Date of Birth	:	30th June' 1990
Postal Address	:	Neelmatha, Lucknow Cantt, Lucknow. Pin – 226002
Language Known	:	English & Hindi

Date: -

Rohit Kumar Sharma

Location:-